**VIKTORIIA KASPEROVYCH**



# Nationality Ukrainian

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OBJECTIVE

Seeking a new opportunity in Real Estate, Marketing and Communication

## EXPERIENCE

**PROPERTY SHOP INVESTMENT, DUBAI, UAE**  FEB 2021 – AUGUST 2021 Real Estate Agent Job role:

* Promote properties with ads, listings, and open houses
* Show properties to potential buyers.
* Present purchase offers to sellers.
* Facilitate negotiations between buyers and sellers.

**HAM BROKERAGE COMPANY, DUBAI, UAE**

JULY 2020 – JAN 2021

Promotion Venue manager

Job role:

* Making contracts with hotels and other establishment regarding opening stands
* Comparing and finding out best location for developing and opening stands.
* Hiring promoters and monitoring their activities
* Evaluating and maintaining a marketing strategy

# THE FIRST GROUP, DUBAI, UAE

2015 JULY– 2020 MARCH Property specialist

Job Role:

* Achieve monthly and quarterly sales targets
* Work with a high variety of investors from all around the world
* Create and maintain positive and long-term relationship with investors
* Advise investors about the Hotel Investment Opportunities
* Develop the knowledge of real estate market trends and evaluate the influence of economic situations on the real estate market
* Deal with clients with diverse cultural and demographical background
* Schedule appointments in the showroom
* Follow-up on the company generated leads

**AWARD 2017 (MVP) Most Valuable Player 2017**

**AWARD 2019 Winner “Best name of project”**

# SOFITEL THE PALM, DUBAI, UAE

2014 JANUARY- 2015 FEBRUARY Guest Relation

Job Role:

* Resolve customer complaints quickly and effectively
* Promote high-quality sales and customer service processes
* Assisting with check in and check out process, dealing with payments.
* Analyzing customer feedback and providing strategic direction to continuously improve overall rating
* Promote all hotel amenities, conveniences and programs offers.

# THE OBEROI HOTEL, DUBAI, UAE

2013 SEPTEMBER- 2014 NOVEMBER

Front office executive

* Greet and welcome guests
* Answer questions and address complaints
* Check, sort and forward emails
* Check in and check out procedure

**Award** “**Most** **punctual** **employee**”

# COMMUNITY POOL SERVICE, WASHINGTON DC, USA

2011 MAY-SEPTEMBER

Office Administrator Assistant (Internship)

Job Role:

* Providing administrative support to ensure efficient operation of the office
* Support employees through a variety of tasks related to organization
* Effectively communicate via phone and email
* Provide information by answering questions and request
* Ensure good operation of pools (Maryland, Virginia, Washington DC area)

# ROYAL OLYMPIC HOTEL, KYIV, UKRAINE

2007 NOVEMBER- 2011 MARCH Guest Relation

Job Role:

* Ensuring and providing professional and high class guest service.
* Analyzing customer feedback and providing strategic direction to continuously improve overall rating
* Responding to guest needs
* Controlling operation of housekeeping, security and f&b department
* Checking payments and fill end of day reports.

## SKILLS

The ability to analyze, detail oriented, excellent problem solver, punctuality, team player, easy adaptable to multicultural environment, proficient in Microsoft office skills

EDUCATION

**UNIVERSITY OF TOURISM AND MANAGEMENT, KYIV, UKRAINE MASTERS DEGREE. (2011-2012)**

**UNIVERSITY OF TOURISM AND MANAGEMENT,**

**KYIV,**  **UKRAINE**

# BACHELORS DEGREE (2007-2011)

## COMMUNICATION

Fluent in Russian (native)

Fluent in Ukrainian (native)

English (Fluent)

French(elementary)

## REFERENCES

Available upon request