

# Evgeny Makarenkov

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- **Phone:** +971 526 512 005
- **Place of Residence:** Dubai, UAE
- **E-mail:** [evgemac@yahoo.com](mailto:evgemac@yahoo.com)
- **Date of Birth:** May 02, 1990
- **Nationality:** Russian

## PROFESSIONAL SUMMARY

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Goal-oriented, energetic and resourceful individual with over 5 years of experience in sales and hospitality sector who is looking for an opportunity to increase the company profitability. Expertise in customer service and business development where obtained strong communication and presentation skills.

## WORK EXPERIENCE

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**Sales Executive – Meetings & Events –** *Copthorne Hotel Dubai by Millennium Hotels, Dubai UAE*

January 2021 – July 2021

- Efficiently respond to all customer enquiries in a polite and timely manner.
- Create and prepare proposals and quotation for potential customers ensuring that all likely additional costs relating to the event are assessed and communicated.
- Work closely and effectively with the Team in order to ensure that all contracts are delivered in a high standard.
- Provide Weekly and Monthly activity reports.
- Adopt a clear and strategic approach to events sales by selling an offer that drives up spend per person while keeping operational costs to a minimum.
- Produce accurate Event schedules within set deadlines.

**Sales Coordinator – *Queen Elizabeth 2 Hotel, Dubai UAE***

March 2020 – July 2020

- Built strong relationships with clients in order to guarantee sales.
- Negotiated the conditions with the client to achieve maximum revenue.
- Led the hotel site inspections giving all the information needed to the client.
- Prepared proposals, contract and banquet event orders.
- Coordinated with other hotel departments to ensure that all is done properly for maximum guests' satisfaction.
- Attended meetings with the hotel staff to discuss market, business and performance.

**Sales Executive - Leisure – *Ajman Hotel managed by Blazon Hotels (former Kempinski), Ajman UAE***

June 2018 - January 2020

- Set up appointments and made personal sales calls and site inspections to all existing and potential accounts.
- Negotiated with all customers and sent out offers, contracts regarding individual and group business.
- Entertained decision makers of the clients in the F&B outlets of the hotel to take part in the promotional activities with them.
- On weekly basis made rate comparison in order to make the hotel rates competitive to increase demand.
- In order to increase production implemented dynamic connectivity with the partners who are strong in the markets restricted as per static contract policy.
- On a weekly basis presented the detailed activity report to GM during the revenue meeting.

**Customer Sales Advisor – *Jumeirah Group, Dubai UAE***

November 2014 - May 2018

- Attended to all inquiries regarding 40 restaurants in Jumeirah Hotels.
- Converted the inquiries to up to 100 reservations a day explaining about features, advantages and benefits to the customer.
- Coordinated with outlet managers the set up of the venues as per the request.
- Handled Requests for group bookings and exclusive events for up to 300 guests.
- Prepared the necessary documents such as proforma invoice, bank transfer, booking guarantee, refund authorization and credit card authorization forms.
- Prepared daily reservation report to forward it to the higher management.

**Sales and Events Executive** – *Amaks Hotel, Omsk Russian Federation*

October 2012 - August 2014

- Processed customer queries via e-mail, telephone and other channels in a professional manner.
- Analyzed local market and competitors to create new ideas for the business.
- Communicated with clients regarding the menus, prices, layouts and payment instructions.
- Effectively liaised with F&B and Banquet teams to create exceptional experience.
- Negotiated corporate packages and rates for the groups.
- Actively achieved the monthly sales targets.
- Composed and maintained client database in CRM system.

**Sales Specialist** – *JSC Sberbank of Russia, Omsk Russian Federation*

June 2010 - February 2012

- Assisted the clients with enquiries related to bank's products and services.
- Prepared and conducted presentations for the organizations' employees who can benefit from bank's product.
- Actively searches for the new customers and business partners.
- Worked with interested clients individually from needs identification to conclusion of an agreement.
- Developed and utilized the method of competitive advantage during the process of selling.
- Made reports and its detailed presentation to the management of the organization in a short time period.

**Travel Agent** – *Travel Agency "Visit" Omsk Russian Federation*

June 2009 - March 2010

- Assisted the clients with their needs and advised them an appropriate destination.
- Made bookings for the hotels and the transportation tickets.
- Planned and arranged the tour packages.
- Dealt with complaints and refunds.
- Kept the clients informed about the promotions available.
- Prepared daily financial report.

## EDUCATION

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**Masters of Linguistics – Theory and Methods of Teaching Foreign Languages** – *Omsk State University named after F.M. Dostoevsky, Omsk Russian Federation*

*September 2007 – July 2012*

## PROFESSIONAL SKILLS

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- Comfortable working in Microsoft Office.
- Excellent communication skills with a focus on team-building and customer relations.
- Ability to manage the time and meet the deadline.
- Excellent organizational, multi-tasking, and problem-solving abilities.
- High attention to the details.
- Ability to learn various things quickly.

## IT KNOWLEDGE

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- Microsoft Office (Word, Excel, Power Point)
- Opera
- Sevenrooms – Reservation System
- Delphi+
- CRM System

## VOLUNTEER EXPERIENCE

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**Receptionist** – *Soda Butte Lodge, Cooke City, Montana USA*

*April 2009 – June 2009*

- Volunteer receptionist in a 32-room motel located on the way to Yellowstone National Park

## TRAININGS AND CERTIFICATES

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**Business Development, Cross Training** – *Jumeirah Burj Al Arab, Dubai UAE*

*April 2015*

**Amazing Customer Service Skills** – *Amaze Training Ltd., Dubai UAE*

*March 2016*

**Microsoft Excel 2010 (Basic, Intermediate, Advanced)** – *New Horizons Computer Learning Center, Dubai UAE*

*June 2018*

## LANGUAGE COMPETENCIES

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- Russian: native language
- English: fluent (speaking, reading, writing)
- Spanish: intermediate

## REFERENCES

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References are available upon request.