

Oleksandr Tymchenko

Concierge (Team Leader) - Marriott

Abu Dhabi

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I'm a creative individual committed to excellence. I am loyal to my goals and ambitions. One of the aspiration at work is to build a good relationship with my team in order to succeed in the field that we are involved together.

Work Experience

Concierge (Team Leader)

Marriott - Abu Dhabi

September 2016 to Present

Abu Dhabi UAE • Provide information, advice and booking services for a wide variety of Guest enquiries, including city tours, theatre tickets, restaurants, doctors, flight bookings, among others

- Process and deliver messages for Guests
- Stay current with all hotel services as well as daily VIP requests and special events
- Ensure orderliness and safety guidelines around the lobby and front door areas
- Project a professional manner with an emphasis on hospitality and Guest service
- Maintain a clean, healthy, and safety working area

Buggy Coordinator

Banana Island Resort Doha by Anantara - Doha, QA

October 2015 to May 2016

Doha, Qatar • Luggage handling (delivery / collecting) • Buggy driving (pick up / drop off)

Bellman

August 2014 to September 2015

- Greet guest, escort guest to the room
- Handling guests complain
- Concierge service (making restaurant reservations)
- Getting request through the FCS, assign person and send to the room for Providing excellence buggy service to the guest

Credit Collection Officer

Credit Collection Collection Group - Kiev

October 2012 to May 2014

Make Calls to Clients

Negotiate Payment Schedules

Maintain Customer Files

Prepare Statements

Education

Master Diploma in Administrative Management

National Pedagogical University named Dragomanova - Kiev, UA
September 2010 to June 2014

Skills

Customer service (4 years), Energetic (4 years), Microsoft Office (3 years)

Certifications/Licenses

Driving Licences

February 2019 to February 2021

UAE Driving Licences

Additional Information

SKILLS AND • Energetic personality, praised for my upbeat and positive
COMPETENCIES
attitude.

- Flexible on work, adoptable and positive attitude, open to multi -culture and new ideas
- Loyal employee with excellent work records.
- Customer service & salesmanship
- Excellent communication and listening skill
- Team oriented and great team player

PERSONAL SKILLS

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Computer skills Microsoft Office, E-mail, Opera, Micros, FMC