** Olena Sochnikova**

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**Career Objective:** Work in an international setting to learn, and broaden my current experience in the communication, external relations, and administration. As a Ukrainian national, fluent in English, Russian, and Italian I look for language assistant as well as administrative or coordinating assignments that can lead me further to my goal to work as an international professional**.**

**EDUCATION**

**2005 – 2009**

**Zaporozhye National University of the Ministry of Education, Zaporozhye (Ukraine)**

Bachelor's Degree from Faculty of Economics and Enterprise

2009 – 2010

**Zaporizhzhya National University of the Ministry of Education, Zaporizhzhya (Ukraine)**

Specialist's Degree in Banking

***Additional Courses***

* Sept.2004 - May 2005 -Translation courses English/Russian, Ukrainian.
* The PLIDA Certification of Dante Alighieri Society. Kappa Italian Language School, Rome (Italy)
* Prometheus.org.ua- Online courses of communication and instruments for building reputation, PR, personal branding.
* 2014: Hilton Worldwide University UAE, Ras Al Khaimah (management, communication, customer service skills)
* May. 2014 - Social Media Workshop at Double Tree by Hilton Resort & Spa Marjan Island, UAE, Ras Al Khaimah
* Coursera.org- online courses from Top Universities:
* Advocacy: Issue Analysis& Identification EU-Eastern Partnership Culture and Creativity Programme;
* “Grammar and Punctuation”(University of California);
* “Successful Negotiation: Essential Strategies and Skills” (University of Michigan).
* “Teach English Now! Theories of Second Language”(Arizona State University).
* Humanitarian communication Addressing Key Challenges (Geneva University).

**WORK EXPERIENCE**

**Dec. 2015 – Present**

**Volunteer**

 ***Susan G. Komen, Italy***

- Supporting organisation of charitable events.

- Participating in the convention for the fundraising activities.

- Assisting with the translation.

 **Jan. 2017- March 2017**

 **Peter Pan, Italy, Rome**

-Planned and executedFundraising Cocktail Event supporting Association in Rome “Peter Pan” and children affected by cancer; raised funds and increased Association awareness.

**Jun.2015-Apr.2016**

**Social Media and Public Relation Assistant**

***“Uni-Tech Process”, Latina, Italy***

Implemented communication strategy and campaign through website and social media, developed company’s brand and international market presence on the social media platforms.

**May. 2011 - Oct. 2014**

**Guest Relation Officer**

***HILTON WORLDWIDE, Ras Al Khaimah (United Arab Emirates) ***

Adaptable and efficiency–oriented Guest Relation Officer, a skilled communicator and leader of cohesive teams towards shared goals. Communicated clearly and effectively with people from all social and professional backgrounds. Conducted meetings, relayed information to guests by managing all administrative aspects of guest’s events and leisure activities. Increased monthly target achievements of other departments of the hotel; identified and resolved problems efficiently, fostering positive relationships with guests to promote customer satisfaction and loyalty. Contributed with team members and the head of department to develop action plans to achieve the yearly benchmark of the Brand. Improved property management functionality by submitting key change request.

**Accomplishments**: Increased customer satisfaction with problem resolution process; doubled percentage of customers who felt that their issue was resolved at first contact. Nominated for Global Head - Hilton Brand “Spirit of Hilton Award Nominee” UAE. Maximized sales revenues through upselling and marketing programs while keeping up to date with the hotel products, promotional offers and pricing. Implemented customer care strategies that led to a 50% reduction in complaints.

**Other experiences.**

**LANGUAGES**

English (Professional proficiency), Russian, Ukrainian (Professional proficiency), Italian (Proficient), German (Basic)

**SKILLS**

* **Communication**: Excellent communication skills gained during 4 years’ experience in hospitality industry and in an international exchange program in Germany. Proven ability to establish productive relationships with people at all levels and to effectively communicate with colleagues, managers and customers.
* **Team working** skills gained through volunteering at Susan G. Komen and various international teams. Experience in training new team members in the hotel industry.
* **IT:** Competent with Internet Explorer, Microsoft Windows, Microsoft Office and Outlook, Adobe PDF, OnQ, good command of Piktochart (creating infographics, presentations, social media tool).
* **Creative thinking and decision-making**: Creating new procedures to improve quality, identifying ways to cut costs during a budget crisis, and developing strategies to improve customer service (particularly in the hotel industry).
* **Problem solving** by identifying potential issues and pre-empting problems in advance.
* **Organization skills:** gained during experience in hospitality industry coordinating tasks, making decision with others and managing conflicts. Organized and hosted fundraising event to support Association “Peter Pan” in Rome.
* **Customer service**: Adept with Complaints Management, Continued Professional Development, Quality Assurance, Difficult People Handling, Conflict Resolution.
* **Multi-lingual**: translated the pharmaceutical company "Valitech" website, converted documents and manual instructions from Italian into English.

I authorize the use of personal data contained in my resume on the basis art. 13 of Legislative Decree no. 196/2003.