

PERSONAL INFORMATION

ANNA MATUSHCHENKO



📍 Uberti Street, 14 – 47521 – Cesena (FC9 - Italy)

☎ +39 3488748810

✉ Anna.matushchenko@libero.it

🌐 <https://twitter.com/AnnaMatushenko>

Sex W | Nationality Ukrainian

JOB APPLIED FOR
POSITION
PREFERRED JOB
STUDIES APPLIED FOR

I am looking for employment in the Hospitality Field as Receptionist, Front Desk, Guest Assistant and Marketing or any other kind of job that can involve my communication skills.

WORK EXPERIENCE

Replace with dates (from - to)

HOTEL ANTICO BORGO as a RECEPTIONIST

April 2009 – May 2009

Via A. Diaz, 15 - 38066, Riva del Garda (TN) – Tel: +39 0464 552277

Welcome guest, check-in, live-in, check-out, reservations management, allocation rooms, preparation of accounts of customers, preparation and translation of menus, case management department, claims management, compilation of the final documents (ISTAT), organize papers.

Hotel/Tourism/Hospitality

Replace with dates (from - to)

HOTEL GARDEN as a RECEPTIONIST

May 2010 – July 2010

Viale Italia, 250 – 48015, Pinarella di Cervia (RA) Tel: 0544 987144

Welcome guest, check-in, live-in, check-out, making seats assignments in the beach, accompanying in room, claims management, filling vouchers, organizing themed evenings, reservations management, allocation rooms, preparation of accounts of customers, preparation and translation of menus, case management department, claims management, compilation of the final documents (ISTAT), organize papers.

Hotel/Tourism/Hospitality

Replace with dates (from - to)

RESTAURANT “CONCHIGLIA” as a RECEPTIONIST/WAITRESS

27 June 2008 – 31 August 2008; 16 June 2009 – 15 July 2009

Via dei Ginepri, 3 - 45010 Rosolina Rovigo Tel:0426 68136

Prepare and tidy the halls and tables, welcome customers and seat them at tables, advise clients on food and beverages to order, take orders and pass them to the kitchen, table service, preparing and serving drinks, prepare the bill to customers, receive the payment, participate in the preparation of menu and drinks list, participate the preparation of the buffet.

Bar/Restaurant

Replace with dates (from - to)

RESTAURANT “TAVERNA” as a BARTENDER

15 July 2010 – 5 September 2010

Strada Sud, 204 – 45010, Rosolina Mare (RO) Tel: 0426 68194

Carry out the work in close contact with customers, prepare and serve the beverages, prepare cocktails and long drinks, also take care of presentation, run the general control of the services of the opening and closing of the bar and check the cleanliness of local, and inventory control of acquisition under its jurisdiction.

Bar/Restaurant

Replace with dates (from - to)

TOURISTICA VILLAGE “ISAMAR” as a BARTENDER

1 June 2011 – 11 September 2011

Chioggia (VE) – 30015

Carry out the work in close contact with customers, prepare and serve the beverages, prepare cocktails and long drinks, also take care of presentation, run the general control of the services of the opening and closing of the bar and check the cleanliness of local, and inventory control of acquisition under its jurisdiction.

Bar/Restaurant

Replace with dates (from - to) **“FIGLI DEL SOLE” BEACH as a BARTENDER**
 01 June 2012 – 7 September 2012
 Cervia (RA) – Bagno 174
 Carry out the work in close contact with customers, prepare and serve the beverages, prepare cocktails and long drinks, also take care of presentation, run the general control of the services of the opening and closing of the bar and check the cleanliness of local, and inventory control of acquisition under its jurisdiction.
 Bar/Restaurant

Replace with dates (from - to) **CONSULTANT OFFICE “FFAED & CO SRL” as a SECRETARY**
 01 January 2013 - today
 Via Leonida Montanari 17 – 47521 – Cesena (FC)
 Preparation of Business Plan, request loans to bank, business consulting, processing invoices and statements of account corporate organization of events and meetings, translations.
 Business/Consultant

EDUCATION AND TRAINING

Replace with dates (from - to) **Qualification of "Operator in the Catering and Tourist Services" with the score 100/100.**
 09/2008 – 05/2009
 Intervening in the various areas of receiving, manage and organize services relation to seasonal demand and customer needs, promote the services of the host tourist hotel through the design of tourism products that add value to local resources.
 Istituto Alberghiero “Giuseppe Cipriani” – Via Aldo Moro - 45011 Adria (RO)
 Tel:0426900220/221

Replace with dates (from - to) **Diploma of "Technical of the Tourism Services" score 94/100.**
 09/2010 – 06/2011
 Use the techniques of promotion, sales, marketing, service, information and brokerage-tourist. Adapt the production and sale of the services of hospitality in relation to the demands of markets and customers, promote and manage the tourist and hospitality services hotel, through the design of tourism services to enhance the environmental, historical, artistic, cultural and gastronomic territory. Overseeing the organization of care facilities and hospitality, applying the techniques of economic and financial management companies.
 Istituto Alberghiero “Giuseppe Cipriani” – Via Aldo Moro - 45011 Adria (RO)
 Tel:0426900220/221

Replace with dates (from - to) **Diploma of "TECHNICAL ASSISTANCE LOCAL GUEST".**
 09/2009 – 05/2010; 09/2010 – 05/2011
 Knowing the tourist offer of the area, know the quality and quantity indicators environmental, learn about marketing strategies, enhance and promote the cultural, the historical, artistic and environmental organizations in the area, build programs tailored for individual customers and groups, manage the technical service of professional 'IN and the out. So are able to work independently in different conditions and proposals to promote travel services differentiated and personal.
 Istituto Alberghiero “Giuseppe Cipriani” – Via Aldo Moro - 45011 Adria (RO)
 Tel:0426900220/221

PERSONAL SKILLS

Mother tongue(s)

Other language(s)

Russian

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Ukrainian	C1/2	C1/2	C1/2	C1/2	C1/2
Replace with name of language certificate. Enter level if known.					
Italian	C1/2	C1/2	C1/2	C1/2	C1/2
Replace with name of language certificate. Enter level if known.					
English	C1/2	C1/2	C1/2	C1/2	C1/2
Replace with name of language certificate. Enter level if known.					
French	C1/2	C1/2	C1/2	C1/2	C1/2
Replace with name of language certificate. Enter level if known.					
Spanish	A1/2	A1/2	A1/2	A1/2	A1/2
Replace with name of language certificate. Enter level if known.					

German

A1/2

A1/2

A1/2

A1/2

A1/2

Replace with name of language certificate. Enter level if known.

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills

I am able to relate with people of different nationalities and cultures thanks to my experience gained from the transfer from one country to another. I am able to communicate clearly and accurately in response to specific requests of the client and/or user thanks to the activities in connection with the customers and internships performed in the high level hotels.

Organizational / managerial skills

I am able to independently organize work, setting priorities and taking liability acquired through the different professional experiences listed above, meeting deadlines and targets. I am able to work in stressful situations gained from the management of relations with the public/customers in different work experiences and especially through the experience gained during the course of the third area in which I have dealt with the organization of events for promotion of the area dealing with the reservations and customer relationships through the streets of multimedia.

Computer skills

I am perfectly able to use the Microsoft Office, especially Excel and PowerPoint that I used to a greater extent for the different activities related to the management of the guests in my school experience. I worked a lot of time with a computer creating Web sites.

Driving license

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ADDITIONAL INFORMATION

I authorize the processing of my personal data pursuant to Legislative Decree 30 June 2003, no. 196 "Code concerning the protection of personal data (optional)."

In thanking you for the attention devoted to the reading of this curriculum, to rest available for any clarification and possible interview.

While waiting for your feedback Yours faithfully.

Anna Matushchenko