



Ave Arak

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Tartu county, 60534

EDUCATION

**Management of a tourism company,
continuation of vocational training
02/2015 - 06/2015**

Tartu Vocational Education Center
Preparation for working in a tourism company
as a mid-level specialist.

**Tourism Management, vocational training
09/2009-06/2011**

Tartu Vocational Education Center
Preparation for working as a developer in
various tourism companies.

**Business Administration, specialization in
marketing, professional higher
education**

09/2005 - 02/2009

Tallinn School of Economics
Final work on the topic "Development of the air
transport market in Estonia and analysis of its
influencing factors".
Preparation for working as an economic
specialist in company management, marketing
management or financial management.

**Basic Business Administration, vocational
education after secondary school
09/2003 - 06/2005**

Tartu Vocational Education Center
Preparation for working as a marketing
specialist or marketing assistant.

**Specialization in English, secondary school
09/2000 - 06/2003**

Viljandi C.R. Jakobson Gymnasium

PROFESSIONAL EXPERIENCE

Internship

12/2022 - 01/2023

Ltd Foxway

Developing cloud-based solutions in the
M365 environment (Microsoft Power
Platform).

Travel consultant

05/2012 - 10/2014

Ltd Estravel

Advising customers, making travel offers
and putting together travel programs,
active sales work.

Information specialist

02/2011 - 05/2012

Tartu City Government

Collecting, systematizing and transmitting
information from the city council and
government, advising city residents on
administrative matters. Editing of the
website of the city of Tartu. Sale of prints
and services.

Passenger service agent

11/2009 - 05/2010

Ltd Tallinn Airport Ground Handling

Pre- and post-flight passenger service,
document control.

Passenger service agent

12/2005 - 05/2009

Ltd Estonian Air

Pre- and post-flight passenger service,
document control, supervision of training
of new employees, recording of
department meetings.

ADDITIONAL EDUCATION

Basic web development / programming course (html, css, bootstrap, javascript, nodejs) (120hr)
01/2023-03/2023
Ltd N.O.R.T.

Spanish language, level B1 (30hr)
09/2022 -01/2023
Tartu Folk High School Training Center

Cloud-based solution developer training (240hr)
10/2022-01/2023
LLC Baltic Computer Systems

Particularities of the Asian customer (16hr)
11/2019 - 12/2019
Tartu Vocational Education Center

Practical online marketing tools for tourism entrepreneurs (20hr)
10/2018 - 10/2018

Tartu Vocational Education Center
Work motivation (80hr)
09/2018 - 10/2018
Ltd Haiks

Good server communication skills (24hr)
11/2017 - 12/2017
Tartu Vocational Education Center

Trends of tourism marketing (24hr)
09/2016 - 10/2016
Tartu Vocational Education Center

Basic training for a start-up entrepreneur (56hr)
02/2015 - 03/2015
Ltd BDA Consulting

Sales and design of the newsletter - advertising on the Internet (16hr)
12/2014 - 12/2014
Tartu Vocational Education Center

Solving problems and conflicts in customer service (24hr)
11/2014 - 12/2014
Tartu Vocational Education Center

Customer-focused sales work (8hr)
04/2014 - 04/2014
Ltd Rõõmukiir

How to become a customer magnet (8hr)
04/2013 - 04/2013
LLC Kangur Consulting

Basic training of Amadeus reservation system (24hr)
06/2012 - 06/2012
Ltd Amadeus Estonia

Your role as a leader in service management (7hr)
03/2012 - 03/2012
LLC Aeternum Consulting

Russian language with specialization in tourism (32hr)
03/2009 - 05/2009
Estonian School of Hotel and Tourism Management

Spanish language for beginners (60hr)
09/2004 - 01/2005
Tartu Folk High School Training Center

COMPUTER SKILLS

Ability to use computers and office software at the level of a regular user. In addition, knowledge of various tourism reservation systems (e.g. Amadeus) and print and web graphics programs. Basic knowledge of programming in general.

SOCIAL ACTIVITY

Volunteer at a non-profit organization Big Brother, Big Sister of Estonia since 2022.

STRENGTHS

LOYAL

HARD-
WORKING

HONEST

LANGUAGE

Estonian *****
English ****
Russian ***
Spanish **
German *
Finnish *

INTERESTS

