

### Contact

 ralitsa.stoycova@gmail.com  
 +420 736 513 973  
 Říčany, Czech Republic  
 www.ralis-design.com

### Tech Skills

 Adobe CC: Photoshop

 Figma  Blender 3D

 Google G Suite

 Microsoft Office

### Soft Skills

Teamwork

Multitasking

Team Management

Problem-solving

Critical Thinking

### Languages

Czech - B2

English - C2

Bulgarian - Native

Russian - B2

### Digital Design Experience

#### Brilcode Technology | Logo, Brand and website design July 2022 - October 2022

- Company Logo re-design
- Creation of brand identity concept and participation in its implementation
- Preparation of web design concept
- Stationary document set
- Email Signature design
- Company Presentation design template

#### Soul Stories | Logo design for writer's blog June 2022

- Logo Design
- Creation of Facebook page design templates

#### Learning and development in digital design

March 2022 - Present

- Web Design for beginners - on-line course by Envato Elements
- Figma
- 3D modeling course in Blender 2.8

### Previous Experience

#### Front Office Manager | Cosmopolitan Hotel Prague December 2018 - February 2022

- Managing the Front Office department with a team of 15 people
- Planning and monitoring day-to-day operations to ensure that team performance is in accordance to the established hotel standards and values
- Addressing operational issues and applying strategies for effective solution
- Direct communication with company business partners and travel agents
- Working in close cooperation with General Manager to measure company's performance and set new goals
- Taking part in hiring process of new candidates - interviewing, selecting and training new team members
- Coaching and guiding my team to improve guests' satisfaction scores and direct sales revenue

## Certificates

Management Development  
Level 1, Hilton Hotels

Management Development  
Level 2, Hilton Hotels

Cambridge Certificate - CAE

## Hotel PMS

Opera Opera

protel Protel

## Education

AU University

Plovdiv, Bulgaria

Bachelor's Degree in Economics, 2013

Jan Amos Komensky University

Prague, Czech Republic

Erasmus Student, 2011

Ivan Vazov Language School

Plovdiv, Bulgaria

## Previous Experience

### Guest Relations Manager | Art Deco Imperial Hotel Prague

May 2017 - November 2018

- Establishing contact with guests and identifying VIP clients to exceed experience and expectations
- Handling complaints in personalized and efficient manner
- Managing hotel's on-line feedback portals (TripAdvisor, Google, Expedia, Booking.com etc.)
- Suggesting and implementing new ideas to increase clients' loyalty • Providing monthly performance reports to Departmental Managers(Reservations and Revenue)
- Assisting and reporting directly to the Front Office Manager
- Public speaking - presentation of hotel facilities to groups (30 - 150 pax)

### Front Office Team Leader | Hilton Prague Old Town

September 2015 - April 2017

- Supervising reception desk operations on daily basis
- Ensuring that team members are keeping hotel's guidelines and completing their tasks accordingly
- Handling guest complaints
- Training and supporting new colleagues
- Participation in improving sales of hotel's services (room category up-selling, meal packages, etc.)

### Front Desk Receptionist | Hilton Prague Old Town

January 2014 - April 2015

- Performing all basic Front Office duties - direct communication with hotel guests; check-in and check-out; cashier operations; reporting to Front Desk Supervisor

### Conference & Events Intern | Andel's Prague Hotel

August 2013 - September 2013

- Administrative assistance for Conference and Events Team
- Taking part in both office and FNB operations
- Hosting hotel guests during the breakfast hours

### Communication Specialist | ICON Communication Centers

June 2013 - July 2013

- Participating in a short therm marketing project
- Contacting and communication with clients on the phone to obtain necessary data