# **EKATERINA MISHCHENKO**

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## **QUALIFICATIONS**

Excellent oral and written communication skills (Bilingual: English and Russian)

Maintain positive vibe in a stressful environment, able to work under pressure.

Able to work independently and as part of a team, have strong problem solving abilities.

## **EXPERIENCE**

Front Desk Supervisor Aloft/Element Seattle Redmond 2017 – current

Addressed customers' complaints in a professional, service oriented manner maintaining the highest Staff Service and Anticipation of Needs scores among other departments.

Managed a team of 10 people at the duplex property hotel and reached the goal of 300% in gaining the new Reward Program members for spring and summer quarters.

Communicated closely to the managers of other departments to ensure the follow-up on any challenges or concerns.

Trained and supervised employees in all front office operations including customer service, cash handling, phone procedures, general policies and regulations.

## **VOLUNTEERING**

Women in Tech Regatta.  Registered guests and was responsible for taking pictures of the panelists	2019
Seattle Developer Week Checked in guests and provided the information about the conference	2019
ACT-W Portland Covered the conference on Social Media	2019

#### **TECHNICAL TOOLS**

Proficient in MySQL, Microsoft Office Suite, HTML, CSS

## **EDUCATION**

Lake Washington Institute of Technology (Graduating summer 2020)
Bachelor of Applied Science in Computing and Software Development, GPA 3.9