

Damira Khamzina

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Objective: I am passionate to join a highly productive team, to employ my skills in a professional and fast paced environment.

Work Experience

December 2021- August 2022 **Business Lounge Manager, Sapar Lounge, Astana, Kazakhstan**

- Processed payment for the entrance fee and items sold in the lounge
 - Handled food orders; re-stocked the buffet with food and beverages
 - Maintained the cleanliness of all the areas of the lounge
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November 2020- December 2021 **Residences Concierge, The Ritz-Carlton Hotel, Astana, Kazakhstan**

- Assisted residences' owners with hotel and restaurant reservations
 - Handled all engineering requests, helped owners with the move in and move out process
 - Assured safety and cleanliness of all the public areas of the Residences
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December 2019 - July 2020 **Restaurant Host, The Cindy's Rooftop Restaurant - Chicago, IL**

- Handled communications through the phone line and via email
 - Arranged guests seating positions depending on their preference
 - Greeted incoming and departing guests, escorted them to the dining area
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June 2019 – December 2019 **Guest Services Agent (Internship), The Kimpton Gray Hotel - Chicago, IL**

- Administered front desk procedures hospitality
- Assisted guests on various matters such as transport and restaurant recommendations
- Communicated professionally through emails and over the phone
- Processed guest payments accurately

Education

April 2016 – September 2019 **Bachelor of Arts in Business (Majoring Business Strategy),**
Kendall College – *Chicago, IL*

October 2014 – April 2015 **Hotel Management Diploma,** Les Roches International School of
Hotel Management – *Marbella, Spain*

Languages

English Fluent

Russian Native

References

Alexis Napoleon **Front Desk Manager,** *The Kimpton Gray Hotel – Chicago, IL*
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