

WORK EXPERIENCE

Bar Manager

The Dean Hotel, Dublin

November 2014 – Present

- Creating new exciting cocktails, maintaining team motivation, setting up for events, processing orders.
- Dealing with complaints discreetly and professionally, upselling products and ensuring customer satisfaction at all times.
- Closing procedures, reporting to HQ, cash handling, creating financial reports, using Micros, Oracle and Synergy Suite.
- Coaching new hires on operational processes, service standards, and drink presentation to improve team quality and ensure exceptional customer experiences.

Social Media Manager

June 2018 – 2022 February

Ditsan Parts, Odesa Ukraine

- Maintained a social media presence across Instagram and Facebook, with and eye catching content.
- Handled all customer inquiries coming in via social media.
- Developed skills in SEO, content creation and trend predictions.
- Grew our instagram following from 0 to over 14k.
- Recorded and produced videos used for online advertising.
- Planned and hosted weekly Instagram lives to keep our customers engaged and to build a rapport.

Social Media Manager

2018–2022 February

Ditsan Flowers, Odesa Ukraine

- Managed the business website by updating it with new products, upcoming special dates and sent marketing emails.
 - Created promotional content for social media and managed our social media presence on multiple platforms.
 - Executed a monthly audit of Google Analytics to evaluate the business's performance.
 - Successfully grew our Instagram page from 150 followers to over 35k followers.
 - Got our posts featured on the Instagram Explore page multiple times which helped us grow immensely.
 - Offered English speaking customer support which allowed us to expand our online shop to the US and UK markets.
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EDUCATION

Bachelor's degree, Physical Education Teaching and Coaching
Odesa, Ukraine

Southern Ukrainian National Pedagogical University

2013 – 2017

Bachelor's degree, Economics and Personnel Management
Izmail, Ukraine

Interregional Academy of Personnel Management

2017 – 2021

Professional Diploma in Full-Stack Software Development Web Development
UCD Professional Academy + Code Institute, Dublin, Ireland2022 – 2023

SKILLS

- Hard working + Resourceful
- Micros, Oracle, Synergy
- Knowledge of SEO techniques
- Proficient in HTML, CSS
- Website design + management
- Quick Learner + Self Motivated

LANGUAGES

- English (Fluent)
- Ukrainian (Native)
- Russian (Native)

REFERENCES

Wayne Farrell (Manager)
085 758 0293Alex Caputo (Manager)
083 838 2200

HOBBIES

- In my leisure time, I create content for my popular TikTok page, where I review food, hotels, and travel destinations.
- I have a Spotify artist profile and enjoy composing songs for fun.
- I create amazing drone videos for my YouTube channel.

ACHIEVEMENTS

I was a member of Ukraine's Olympic rowing team, a multiple Ukrainian champion, and a Candidate for Master of Sports.
