Russia, Moscow

7-977-338-9767

YAROSL-DMITR@YANDEX.RU

YAROSLAV NIKOLAEV

SKILLS

Word, Excel, PowerPoint; Sabre, Altea, Travel-sky, Angel-Lite; Jira, MySQL, GitHUB, SCRUM, Linux; testing the site for bugs, drawing up a report on test cases; teamwork, work in stressful situations, multitasking.

EXPERIENCE

Aeroflot - Russian Airlines, Russia, MO, Khimki —
DISPATCHER AT CHECK-IN

SEPTEMBER 2019 - PRESENT

- Check-in of passengers and baggage in the SABER check-in system.
- Boarding passengers on board the aircraft.
- Preparation of flight documentation.

Sheremetyevo International Airport, Russia, MO, Khimki —
DISPATCHER AT CHECK-IN

JANUARY 2014 - JULY 2019

- Check-in of passengers and baggage in various check-in systems.
- Training new employees to work with passengers.
- Work in stressful situations and multitasking mode.

Novotel, Russia, MO, Khimki —
WAITER

OCTOBER 2006 - JANUARY 2010

- Table setting.
- Acquisition of skills of work and communication with clients.
- Compliance with service standards.

EDUCATION

Russian International Academy of Tourism, Russia, Moscow —
Faculty of Hospitality Management, specialist.

SEPTEMBER 2006 - JUNE 2012

Diploma of Higher Education. Diploma project: Corporate culture in a hospitality enterprise.

Ulyanovsk Automechanical College, Russia, Ulyanovsk, — *Faculty of Economics and Accounting, specialist.*

ADDITIONAL COURSES

COURSERA, Google — Technical Support Fundamentals

JUNE 2021

CERTIFICATE

GeekBrains UNIVERSITY, Software Tester — *Manual Testing Basics.*

JUNE-JULY 2021

CERTIFICATE