



600 023 698



daria2503chagina@gmail.com



Madrid

PERSONAL SKILLS

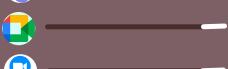
- Communication
- Teamwork
- Attention to detail
- Time management
- Resolution of problems
- Motivation to knowledge
- Adaptation to changes

TECHNICAL SKILLS











Spanish Russian **English**

REFERENCES ON REQUEST

Daria Chagina

RECEPTION. ADMINISTRATION



PROFESSIONAL SUMMARY

Experienced receptionist with successful background during several years of working as an employee in customer environments (1400 workers' company and 100 rooms' hotel). I like dealing with people personally and over the phone. I am an empathetic person with excellent customer service. Experience in managing reservations and appointments, invoicing, classification and preparation of shipments, cash counting, preparation of daily reports, creation of tasks for staff, control of orders and stock of merchandise.



WORK HISTORY

•	now 2022	ACCIONA S.A. Receptionist MAPFRE María Tubau, Madrid
•	2022 2021	Centralia Global SRL Receptionist RM "Don Quijote" (Hotel****), Madrid
•	2022	Gama Housing SL Reception Hostals "Hola & Marina Rooms", Madrid
•	2019 2018	Resdibar SL Hostess Restaurant "La Carmela", Madrid
•	2017 2015	Airport BLR Hostess & Manager Café "Prime Time", Minsk
•	2017 2014	Insurance BLR Agent & Teacher "Belgosstrah" & IES, Minsk



EDUCATION

Higher Degree in Administration and Finance 2015 Minsk. Belarus **Bachiller: Science** 2013 Gomel. Belarus



TRAINING COURSES

EXCEL advanced (20h). Madrid 2022

> **Evaluation of potential and professional career** plan (25h), Madrid

> > AMADEUS (75h), Madrid

Marketing and Digital Transformation (30h), Madrid

> **Team Management Skills** (16h), Madrid

Professional English for tourism (60h), Madrid

Financial English (150h), Madrid

Basic English (80h), Madrid 2020