



# 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

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



### TRAINING COURSES

- 2022** **EXCEL advanced** (20h), Madrid  
**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
- 2020** **Basic English** (80h), Madrid



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Madrid



### PERSONAL SKILLS

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



### TECHNICAL SKILLS



### LANGUAGES

Spanish ★★★★★★★★★★  
Russian ★★★★★★★★★★  
English ★★★★★★★★

REFERENCES ON REQUEST