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| **Andrey Demiyanov**  Dubai, U.A.E  🕿 +050 980 0982 | 🖂 [Andrey.Demiyanov@hotmail.com](mailto:Andrey.Demiyanov@hotmail.com)  <https://www.linkedin.com/in/andrey-demiyanov-a72811117/> |
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**Hospitality Management** **|** **Lodging Management |** **Event Coordination**

*Relationship Building | Staff Training & Development | Guest Services Specialist*

Dedicated, service-oriented bilingual Hospitality Management Specialist highly regarded progressive experience in event coordination, guest services, and revenue management for various high-profile institutions. Proven track record of bolstering service standards and upholding guest relations in competitive markets and territories. Respected as a motivational, influential leader and collaborator who guides colleagues in realizing service objectives. Builds and maintains productive business relations with clients, partners, and colleagues, achieving business goals through a people-focused approach. Outstanding educational qualifications include a forthcoming Bachelor of Business Administration in Hospitality Management from the Business & Hotel Management School. Out-of-the-box thinker dedicated to implementing service enhancements to enable growth.

**Selected Highlights**

* Collaborated closely with multiple departments and assisted in leading over 25-member staff to ensure smooth operations in all areas of the *Inn on* *Biltmore Estate* and motivate staff to exceed KPI standards.
* Liaised with and received mentorship from senior staff members throughout the accounting, revenue, and lodging related departments to better understand hospitality decision-making at an upper-management level.
* Emphasized and executed pre-emptive predictions of guest’s expectations, which increased guest satisfaction; analyzed reservations, and communicated findings to line employees to tweak and enhance service execution.
* Communicated with a network of 4 event planners and coordinators at *BCF Group s.r.o.* to establish event goals.
* Evaluated post-event results and performance through internal KPI’s and feedback from clients; collected, compiled, and reported information to upper management to guide future event strategy and considerations, leading to 8 successful events across the globe.

**Core Competencies**

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| * Hospitality Management | * Organizational Leadership | * Relationship Building |
| * Delegation | * Time Management | * Event Organization |
| * Client & Public Relations | * Guest Services | * Team Building |
| * Staff Training & Development | * Revenue Management | * Communication & Collaboration |

**Professional Experience**

**The Biltmore Estate | Asheville, North Carolina | 2018 – 2019**

**Lodging Management Intern**

* Continuously pursue all opportunities to develop technical expertise and industry knowledge; actively participate in training sessions to expand operational knowledge while working the Front Office in a 4-Diamond Forbes property.
* Serve as the Manager on Duty, guiding and enabling prompt and efficient execution of daily operations.
* Collaborate closely with 8 other departments and assisted in leading a 21-member staff to ensure smooth operations in all areas of the hotel and motivate staff to exceed established KPI standards.
* Emphasize and execute pre-emptive predictions of guest’s expectations to increase guest satisfaction; analyze reservations, and communicate findings to line employees to tweak and enhance service execution.
* Liaise with and receive mentorship from senior staff members throughout the accounting, revenue, and housekeeping departments to better understand hospitality decision-making at an upper-management level.

**BCF Group s.r.o | Prague, Czech Republic | 2017 – 2018**

**Client and Delegate Relations Executive**

* Communicated with a network of 4 event planners and coordinators to establish event goals and targets.
* Assisted with market research through in-depth conversations with 30+ clients and potential sponsors; collaborated with 9 colleagues to create and share relevant and up-to-date agendas based on findings.
* Built and maintained productive professional relationships with speakers and delegates through consistent and accurate event-related updates, ensuring they were looped into business communication and developments.
* Evaluated post-event results and performance through internal KPI’s and feedback from clients; collected, compiled, and reported information to upper management to guide future event strategy and considerations.

**Savoy En Ville Hotel | Zurich, Switzerland | 2017 – 2018**

**Banqueting and Catering Intern**

* Upheld traditional Swiss service standards throughout customer service, repeatedly achieving guest satisfaction across over 300 corporate events, dinners and executive outings.
* Took every opportunity to exceed customer expectations and predict guest needs, leveraging outstanding interpersonal and communication skills while communicating with and assisting high level VIP guests each day.
* Enthusiastically aimed to improve industry knowledge and technical skills; actively participated in weekly training, completed cross-training, and volunteered for work opportunities in two of the hotel’s signature restaurants.

**Egyetem University of Debrecen | Debrecen, Hungary | 2013 – 2014**

**Volunteer Event Coordinator of Student Events**

* Developed and led a group of 5 organizers to coordinate and execute various student-run events.
* Built and maintained a productive professional relationship with the university through close liaison; ensured strict adherence to all regulations and policies to maintain cordial relations with the university.
* Created a sustainable incentive program for students to participate in events, which bolstered attendance twofold.

**Education**

**Business & Hotel Management School, Luzern, Switzerland, in Partnership with Robert Gordon University New Zealand: 2019**

*Bachelor of Business Administration – Hospitality Management (GPA:  3.6)*

* Relevant Coursework: Revenue Management, Event Organisation, Lodging and Fascilities Management
* Awards/Honors: First Degree Honors Diploma, Second Degree Honors Bachelors
* Clubs/Activities: Student Committee Leader (BHMS) / Dubai Russian Music School Guitar Representative

**Emirates Academy of Hospitality Management, Dubai, UAE, in Partnership with Ecole’ Hotelier de Lausanne: 2016**

*Bachelor of Business Administration – Hospitality Management (GPA:  3.5)*

**Egyetem University of Debrecen, Debrecen, Hungary: 2015**

*Bachelor of Medicine*

**Additional Credentials**

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| **Technical Skills** | Microsoft Office (Word, Excel, PowerPoint) / Opera Hotel Reservation System / SMS Hotel Reservation System / HotSos / Microsoft Vision / Delphi / OMNI |
| **Languages** | Russian / English |
| **Volunteerism** | Debreceni Egyetemi Tanács / Abu Dhabi 2017 F1 |
| **Interests** | Toastmaster’s Club / Adventure Sports / Hiking / Hunting |

**Detailed References Available on Request**