

PERSONAL INFORMATION

Maryna Robinson Sheremet



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Sex Female | Date of birth 16/05/1985 | Nationality Maltese/Dual

WORK EXPERIENCE

16 Sep 2018–Present

Administration associate(maternity cover)

FIMBank p.l.c, Saint Julians (Malta)

- *Daily screening all emails, enquiries and reports.
- * To book and plan travel , transport ,visas, accommodations ,for executives and other HOD.
- *Petty cash management and record expenses reimbursement.
- * Helpdesk administration events via tailor made corporate software.
- *Calendar management diaries of bank messenger and other HOD request via tailor made software.
- *Organizing any type of bank events, help coordinate staff events and festivities make sure all executed flawlessly .
- * Replaceing or assisting CEO executive secretary when required. Replace receptionist when necessary(Been trained for both roles)
- * Maintaing bank vechiles(license renewal, mechanical check ups, monthly fuel reconciliations)
- *Assisting bank record management department when required.
- *Labeling and Tracking of banks fixed assets via Sun Systems software .
- * Updating and coordinating monthly travel insurances. Resolving banks travel and fixed assets claims
- *Providing flawless catering requests, all necessary refreshments, hot beverages and snacks for meeting rooms and boarding rooms. Assisting both internal and external meetings.Setting up rooms for meetings according to bank standards.
- *Assist with request for information and replying by researching and making proposals.
- * Generally developing and maintain relations with clients, guest and staff. Performing benefits administration , including claims form resolutions , approving invoices for payments and communicating benefits information to employees .

2 Jan 2018–15 Sep 2018

Front Office shift leader

Sunny Coast Resort and Spa, Qawra (Malta)

Managing team of 4 people

Solving complaints, difficult guest

Making the roster on weekly basis

Training the staff in customer service , guest complain ,sales

Coordination with HK/ACC/F&B

Team building and motivation of team

Checking on stuff / spot checks

Preparing Masers Sales Data on HOD meeting weekly basis

Correcting accounts mistakes of FO team

Making sure all guest leave happy by following up issue before departure

3 Jun 2015–1 Jan 2018

Office and HR coordinator

Igaming elite, Sliema (Malta)

- *Acting as a main point of contact for employees requests and questions.
- *Fingerprint access management via BioStar.
- *Maintain general workplace tidiness and supervision of cleaners performance .
- *Decorate office according to type of event .
- *Screening of incoming and outgoing mail including courier services.
- *Management of access cards and staff badges .
- *Petty cash management, raising invoices , credit notes and purchase orders . Liaising with internal and external accounts department.
- *Coordinate gym benefits-order vouchers /passes /memberships
- *Check company apartments and ensure that they are up to standards .
- *Facilitating human resources processes by providing fast , efficient HR data and analytics .
- *Responsible for implementation, roll out and upkeep of the Human Resources Information Systems.
- *Handling paperwork in regard of Health Insurance policies and subscriptions , enrolments , changes and terminations .
- *Process required documents through payroll and third-party service providers to ensure accurate service delivery and record- keeping .
- *Provide a prompt and value adding HR service by answering employees requests and questions in a timely and accurate manner .
- *Engage /Terminate and amend employee records with government bodies such as Jobs Plus or Malta Gaming Authority as required.
- *Liaising with the Company's payrolls function on a regular basis to provide any amendments and to ensure accurate and timely payroll update.
- *Assist in implementation of HR policies and procedures in line with HR's internal clients requirements.

5 Jun 2012–7 Jun 2015

Part-time receptionist, full-time bar-supervisor

The Bugibba Hotel(Vassallo Group), Bugibba (Malta)

assisting various departments

Acting as a bar supervisor

- Routine end of the month stock taking of 4 hotels F&B outlets.
- Weekly basis Farsons , Hansa etc requisition's and orders.
- Ensuring hotel lobby coffee, cigarette , snack vending machines always stocked properly .
- Helping to F&B manager with a weekly staff rostering.
- Taking all outlets end of the day report and depositing of money
- Ordering cash draft from local banks for hotel outlets.
- Training new staff recruit members ,ensuring they follow hotel procedures.
- Creating and designing various food ,beverage promotions in order to increase revenue .

Part-time receptionist

- Working withing large (400 rooms) hotel
- Closely collaborating with F&B , Housekeeping and Maintenance department
- making sure all guest complains and request been satisfied .
- Ensuring lobby area always well maintained and clean.
- Maintaining hotel guest library .

Daily preparing food menu and distributing on hotel boards .

9 Jun 2008–11 Feb 2011

Assistant fleet controller

Avis Budget Malta, Luqa (Malta)

Ensure that fleet is well maintained, licensed and roadworthy.

Monitor traffic fines and send reports.

Co-ordinating and supervising the operations of rental agents and car washers ensuring that all vehicles delivered on time,spotless and free from technical defects .

Reporting directly to the Head Fleet Controller.

2 Jan 2005–20 Feb 2008

Car rental sales agent

Avis Budget Malta, Luqa (Malta)

Working on rotating schedules between offices in Msida , Saint Julians (Hilton) and Luqa

Meeting and greeting customers, preparing rental agreements .

Advising and selling optional extras/

Advising as an expert on all vehicles in the hire fleet.

Handling telephone and email inquiries in a helpful and professional manner.

Managing online reservations and customer service issues .

PERSONAL SKILLS

Mother tongue(s)

English , Russian,Maltese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Italian	B2	A2	B2	B2	A2
Spanish	A2	A1	A2	B1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

With many years exposure and experience I have been able to achieve my desired results .
This gives me enough confidence to take up challenging tasks and to grow with an organisation .
My determination and dedication have rewarded me in the past and I will contain to maintain this confidence
in any future organisation that I will join in the future.

Organisational / managerial skills

Time management , problem solving, customer satisfaction ,coaching and scheduling .
Great ability to work under pressure .
Strong leaderships skills and ability to work in unionized team environment .

Over 10 years experience in a Customer service.
Excellent communication and interpersonal skills .

Job-related skills

Brilliant/ Fidelio front desk system knowledge
First Aid Certificate
Security Certificate

Limited working proficiency in Spanish and Italian languages

Micrso POS

Digital skills

ECDL certificate
Spreadsheets Advanced level

Driving licence

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