



# KAREN PETROSYAN

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## Professional Profile

High-energy manager focused on promoting customer satisfaction through exceptional service and maintaining outstanding hotel accommodations. Dedicated to hotel management offering more than six years in the hospitality industry, as well as in-depth knowledge. Energetic, motivated to deliver superior service to every guest. Using hotel resources to maximize guests' satisfaction & optimize revenues. Drives company to get on the fast track to growth.

## Skills and Qualifications

- Exceptional customer service
- Exceptional communicator
- Fluent in Russian, English, Georgian, Armenian languages.
- Marketing and advertising
- Passed hotel management software : FINA
- Cash handling expertise
- Superb interpersonal skills
- Sales reports and correspondence
- Conflict resolution
- Travel agency experience
- MS Office expert
- Sales experience
- Relationship-building
- Budgeting and cost control
- Staff motivation and training

## Experience

### Administrator - Manager

07/2012 to 09/2016

#### Hotel Argo

Ureki

Managed a 50-room full-service beach hotel. Processed guest payments for room charges, food and beverage charges. Greeted and registered guests and issued room keys. Balanced all rebates and other miscellaneous charges. Monitored room availability using FINA. Processed credit card transactions during the checkout process. Supervised two front desk staff. Monitored the appearance and performance of the front desk staff. Fostered strong working relationships with all hotel departments. Kept under control all of hotel staff. Created financial plan covering all year and projecting growth.

## Education

Public school 152

2007  
Tbilisi, Georgia

### Faculty of Veterinary Medicine

Agricultural University of Georgia

2012  
Tbilisi, Georgia

## Recommendators

Jimmy Shalikashvili, CEO LLC "Arcadia Group"

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