

# NINO KEPULADZE

## CONTACT

- +995 568 44 50 58
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- Tbilisi, Georgia

## SKILLS

- Conflict resolution & complaint handling
- Strong interpersonal communication
- Multitasking & time management
- Team collaboration & leadership
- Work under pressure
- Fast learner with high adaptability

## LANGUAGES

- Georgian - Native
- English - Upper-Intermediate (B2+)

## REFERENCE

References available upon request



## PROFILE

Motivated and people-oriented individual currently studying Business Administration, with hands-on experience in high-pressure customer service. Seeking to join Wizz Air as a cabin crew member to bring enthusiasm, empathy, and strong communication to the skies.



## WORK EXPERIENCE

McDonald's Georgia - Tbilisi 2022 - PRESENT  
guest experience leader

- Lead guest service operations in a fast-paced environment
- Manage and resolve customer complaints professionally and efficiently
- Maintain high service standards under pressure
- Train new staff in customer interaction and team coordination
- Handle difficult and demanding clients with calmness and clarity

Yope App (Social Media Platform) - Remote 2025 - PRESENT  
Brand Ambassador

- Represent the Yope brand as an ambassador across social media platforms
- Create engaging video content and reels to promote app features and increase user engagement
- Actively contribute to brand awareness by showcasing product benefits to Gen Z audiences
- Utilize creativity, authenticity, and storytelling to connect with viewers and build a following



## EDUCATION

Free University of Tbilisi - Business School  
Bachelor of Business Administration (BBA)  
2020 - Present