

HANNA MARINICHEVA

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OBJECTIVE

Young professional seeking full time employment

SKILLS

- Communication
- Computer skills
- Time&Stress Management
- Interpersonal Skills
- Problem Solving
- Proficiency in Other Languages

HIGHLIGHTS OF QUALIFICATIONS

- Experienced in the fields of hospitality
- Easy to learn new software, extensive experience working with online platforms
- Handled 50+ customers per day, giving detailed personalized, friendly and polite service
- Remain courteous and calm at all times, even during moments of intense customer displeasure

WORK EXPERIENCE

Bartender, Karin Bistro

08/2023 to 10/2023

- Prepared and served a variety of drinks, from classic cocktails to custom creations, various coffee drinks
- Maintained bar equipment, monitored inventory levels of alcohol, mixers, and other supplies
- Provided responsible service of alcoholic beverages
- Handled cash and payments

Server, Vivaldi Restaurant

05/2023 to 08/2023

- Met, greeted and seated guests
- Handled all customers complaints, requests and enquiries on food, beverage and service
- Delivered checks and collected payments
- Took orders, provided menu recommendations, served food and beverages

Server, Rave Burger

05/2022 to 10/2022

- Welcomed incoming customers and provided friendly, knowledgeable assistance
- Took online orders, cooperated with delivery service
- Resolved customer problems and complaints
- Took orders, provided menu recommendations, served food and beverages

Receptionis, Spartak Hotel*05/2021 to 09/2021*

- Greeted customers, provided assistance
- Confirmed appointments, maintained and updated information in computer databases
- Corresponded with customers through email and telephone
- Resolved customer problems and complaints
- Took and ensured messages were passed to the appropriate staff member in time
- Recorded and maintained office income
- Kept reception area safe and clean

EDUCATION&CERTIFICATES**Alberta Food Safety Basics for Special Events, 2023****Alberta Food Safety Basics, 2023****Donetsk National University, Bachelor of Linguistics, 2020****High School Diploma, 2016**