**D I A N A U R M A N O V A**

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**TRAINING, LEARNING & DEVELOPMENT MANAGER**

An experience and inspirational personality spread positive energy. Whose passion for learning & training is contagious. Possesses good communication, leadership and interpersonal skills. Fluent in English, Russian, Turkish and German languages, written and spoken. Have solid experience in the hospitality and service industry. Ability to deliver and organizes a range of development workshops, eLearning activities that contribute to the attainment of the hotels prescribed goals. Focused on achieving tangible results that reflect positively on guest and team members equal satisfaction. Continuously analyze to maintain a current knowledge of statutory requirements to develop creative learning modules. Self-starter with an eye for development and an ability to thrive on training & HR transformations.

**P R O F E S I O N A L E X P E R I E N C E**

**Training Manager & Assisting General Manager**

Layner Mountain Resort, Tashkent, Uzbekistan

June 2020 to January 2021 (8 months)

**Key Achievements:**

* Assessed and conducted all kinds of training needs and courses at all levels.
* Conducted specific job required trainings for the hotel associates.
* Prepared written evaluations with advice for improvement of skills, talents, performance and productivity.
* Conducted, coordinated and supervised all kinds of internal technical training and courses of the Department Heads and Supervisors.
* Ensured that the general orientation and introduction of new employees was carried out at the time of hiring.
* Assisted the Human Resources Team in hiring process and all Associates engagement initiatives.
* Design custom training modules and implement eLearning platforms.
* Continuously advised on changes and implementation and provides training, tools and techniques to achieve desired quality.
* Employed a variety of measures, as well as monitored and advised on performance improvement process measured against the guest feedbacks and service deliveries.

**Training & Development Manager**

Hilton Tashkent City, Uzbekistan.

June 2019 to January 2020 (8 months)

**Key Achievements:**

Employed a variety of measures to identify training needs of the departments and created curriculum to facilitate their training needs and requirements.

* For high potential associates, with the assistance of the Human Resources Team organized specific cross-training programs.
* Kept records and documentation on each associates training and evaluation.
* Maintained a monthly overview of various courses breakdowns and attendance.
* Developed learning & training strategies for the hotel at all levels.

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* Implemented Training Guidelines and Human Resources Policy issued by the Head Office and ensured that they were applied accordingly.
* Compiled and established course / training control instruments to achieve hotel’s key objectives.
* Established monthly reports according to the Hotel's / Regional office requirements.
* Prepared and implemented hotel Training programs as per its yearly goals.
* Checked regularly the proper introduction of new associates.
* Supported and supervised the activities of the departmental mentor.

**Freelance English Teacher / Translator**

Customer Service Training Specialist

Tashkent / Uzbekistan, Dubai / UAE

January 2017 to June 2019 (2 years 06 months)

**Key Achievements:**

* Providing Customer Service Trainings to various organizations, i.e. Burjeel Hospital in Al Ain, German Medical Clinic in Dubai and other establishments.
* Providing translating services from Russian to English or vice versa for various commercial organizations.
* Extensive participation in Exhibitions, Fairs and Seminars i.e. Arab Health 2018, GITEX as a translator / Hostess.

**Senior Airport Services Supervisor**, **First Class & Business Class Lounges**

Emirates Airline, Dubai, United Arab Emirates

September 2004 to November 2016 (12 years 02 months)

**Key Achievements:**

* Oversaw the daily activities of the First / Business Class Lounges. Handled approximately 2,500 passengers on the daily basis between 0600 to 1800 hrs shift.
* Acted as the primary point of contact and coordinated with other departments to address passenger’s queries, i.e. immigration, check-in, boarding gates, special services, arrivals stopovers and transfer desk handling issues.
* Dealt with the upset passengers and assisted them, ensuring satisfaction in their respective travel plans, i.e. flight connections and reservations.
* Assured Airline regulations are followed and maintained at all cost.
* Completed and send daily reports as well as the minutes of the meeting on time.
* Ensured both Lounge areas are kept to a high standard of cleanliness throughout the day.
* Trained, directed and observed performance of the new associates, approximately 6 to 8 persons at a time and briefed them as required.
* Maintained and carried out entire activities of the both Lounges to maximize passenger satisfaction.
* Kept the record of both the Lounge statistics and count between 0600 to 1800 per shift and submitted them to the Duty Manager.

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**Belhoul Apollo Hospital**

Patient & Public Relations Officer

Dubai, United Arab Emirates

2003 to 2004 (01 Year)

**Key Achievements:**

* Maintained all patient’s registration.
* Handled the patient’s billing and administration.
* Handled data entries of all the Doctor’s appointment patient’s charges.
* Completed all procedure related to the discharging patient’s.
* Established a feedback system to monitor customer, patients access the quality and quantity of the service provided.
* Attended patient’s at the Emergency Department.
* Maintained computerized records of patient’s appointment with the Doctors.
* Understood patient’s needs and expectations and tried to exceed their expectations.
* Maintained a database for all the patient’s.

**Human Resource Supervisor**, Head of the Hotel Medical Clinic

Sheraton Tashkent Hotel & Towers, Uzbekistan.

September 1999 to October 2003 (04 years 01 month)

**Key Achievements:**

* Provided an efficient and caring Health & Welfare service to the entire hotel associates as well as to its resident guests, i.e. 800 approximately.
* Ensured all the medical guidelines and medical procedures as laid down by the Uzbekistan Ministry of Health was followed.
* Treated medical needs of all hotel associates and ensured that their respective medicines are readily available in the hotel clinic.
* Inspected and refilled departmental first aid boxes on the regular basis.
* Kept all associates medical records up to date and secured.
* Attended regularly all departmental communication meetings & training sessions and acted accordingly as per instructions received.
* Assisted the training manager with the basic first aid training and sourced an external first aid training company.
* Implemented Sheraton Customer Care Programs across the medical needs without any fail.

**Personal Assistant to the General Manag**er

Uzbek-Korean Healthcare Clinic, Tashkent, Uzbekistan.

November 1997 to November 1998 (01 year)

**Key Achievements:**

* Provided secretarial and administrative support to the General Manager.
* Monitored and directed all incoming/outgoing correspondence as well as other related communications as issued for/on behalf of the General Manager to all the concerns for their necessary action and further implementation.
* Managed the General Manager’s daily administrative schedule and calendar. Acted as a single point of contact for his internal and external meetings as well as the phone calls.

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* Prepared and process a variety of confidential and other information as directed by the General Manager (memos, letter, report & Executive summaries etc.)
* Attended all meetings and took notes, subsequently converted them into meeting minutes for distribution and further action.
* Handled the entire travel arrangements of the General Manager and other departmental associates, i.e. ticketing, hotel arrangements and transport,
* Managed personal request and related assignments, i.e. family, housing etc.

**Nurse / Operation Theater Coordinator**

Tashkent Military Hospital, Uzbekistan.

November1993 to September 1994 (11 months)

**Key Achievements:**

* General medical examination of the patients.
* Laboratory investigation (CBC, ECG & Heart Scan)
* Achieved leadership excellence in communicating effectively.
* Understood patient’s needs and requirements.
* Followed HEAT module for hospital establishment.

**Education Credentials**

* Bachelor’s Degree in Nursing from Tashkent Medical College Borowski, Uzbekistan.
* Diploma in Linguistic (specializes in teaching English & German languages) from the Samara State Pedagogical University, Uzbekistan.

**Professional Training & Developme**nt **Courses**

* Business Skills Training conducted by Emirates Airline, Dubai, United Arab Emirates.
* First Award for Starwood Safety, Security and Environmental Health Week conducted by the Sheraton Tashkent Hotel & Towers, Uzbekistan and by the Red Crescent Society of Uzbekistan National Council.
* Certificate of Services by Sheraton Tashkent Hotel & Towers, Uzbekistan.
* Dangerous Goods Training.

**Personal Information:**

* Nationality: Tatar
* Marital Status: Bachelor
* Driving License: Valid UAE Driving License

**Languages:**

* Uzbek / Native
* Russian / Native
* English / Fluent
* Turkish / Fluent
* German / Fluent

**References:**

* To be furnished upon request

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