

Yana Kim

OBJECTIVE: Pursuing position where my organizational ability, problem solving, leadership, and strong interpersonal relation skills can be developed and utilized.

HIGHLIGHTS OF QUALIFICATIONS

- A punctual and reliable individual with a high level of accuracy
- Perfect customer service skills
- Fluent in English, Russian and Spanish
- Communicative
- Work well within a team environment and independently
- Possess solid capability in operating standard office equipment
- Good self-organization and ability to multitask
- Quick learner

EDUCATION

Advanced Diploma in Tourism and Travel (Hospitality Management) program. May. 2012- Apr.2014

Seneca College of Applied Arts, Toronto, ON

Course Highlights:

- TICO certified
- Excellent customer service skills
- Learned to operate in a group and being able to accomplish work on time.
- Able to work with Sabre software
- Able to organize meetings and events

WORK EXPERIENCE

<i>Travel Agent</i>	Jun. 2013-
Aug.2013	
C-WORLD Travel	
Toronto, Canada	
Sold travel packages, air tickets and insurances.	
Recognized as an excellent customer service representative	
Helped company to gain new customers	
<i>Personal Assistant</i>	Sep 2014 -
Jul 2015	

GLOBAL CONTRACT
Toronto, Canada

Public Relations
Aug2016
CRYSTALS COCKTAILS BAR
Marbella, Spain

June 2016 -

Sales Agent
- May 2017
HOMFER
Marbella, Spain

Sep 2016

REFERENCES AVAILABLE UPON REQUEST