



# Yulia Erenkova

<b>First name:</b>	Yulia	<b>Address:</b>	6/2-10 Garnet Street, Sydney 2216, Australia
<b>Last name:</b>	Erenkova	<b>Phone number:</b>	0401510587
<b>Date of birth:</b>	03/12/1992	<b>Email address:</b>	erenkova3@gmail.com
<b>Nationality:</b>	Russian	<b>Web:</b>	<a href="https://www.linkedin.com/in/yulia-erenkova-3783b1a4/">https://www.linkedin.com/in/yulia-erenkova-3783b1a4/</a>



## Objectives

Courteous self-motivated and detail-oriented a master's degree student with a high level of commitment to the hotel industry. I am currently doing my master's degree at BMIHM at Torrens university. I keen to find a suitable position within an ambitious hotel where I will be able to continue to increase my work experience and develop my abilities. I'm passionate about improving workflow and productivity. I'm responsible for providing memorable and welcoming guest experience, friendly and high-level customer service. I have a willingness to be an expert in the hotel industry and being qualified and knowledgeable about all hotel's departments.



## Work experience

05/2012 – 09/2012

### Shop assistant

*Wings Beachwear, Myrtle Beach, South Carolina, USA*

Shop assistant duties:

Serving customers at the sales counter

Offering face to face advice to customers on the store's products

Occasionally being responsible for the store's security including being its key holder

Using the stock management system to log, check, locate and move stock both in and out of the store

Setting up promotional displays

Giving expert advice to customers regarding products

Moving large amounts of stock and merchandise around the shop

08/2014 – 07/2016

### Front Desk Receptionist

*Continental Business Hotel*

Front Desk Receptionist duties:

Processing guest arrivals and departures, including all necessary payments

Assisting in preregistration and blocking of rooms for reservations

Coordinating room status updates with the housekeeping department by notification housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms

Possessing a working knowledge of the reservations department

Taking same day reservations and future reservations when necessary

Knowing cancellation procedures

Maintaining the cleanliness and neatness of the front desk area

Handling and storing luggage

08/2016 – 01/2017

### Internet-marketer

*Gackle*



## Work experience

Internet-marketer duties:

Searching and photo processing for text materials

Working with partners

Counseling clients

Correcting text

Administrative activities (communication with the technical support of the site)



## Education

09/2013 – 01/2014

### **International Business and Marketing**

*Hanze University of Applied Sciences, Groningen, The Netherlands*

Exchange program

Hanze University of Applied Sciences

The Netherlands, Groningen, Zernikeplein 7, 9747 AS Groningen

[www.hanze.nl](http://www.hanze.nl)

Ph: 0031 (0) 50 595 55 55

09/2010 – 07/2015

### **Enterprise economics and management**

*Belgorod State National Research University, Belgorod, Russian*

Federal State Autonomous Educational Institution of the Higher Professional Education

Russia, Belgorod, Pobedy st. 85, 308015 [www.belsu.edu.com](http://www.belsu.edu.com)

Ph: +7 472 230 12 11

01/2017 - present

### **International Hotel Management**

*Blue Mountains International Hotel Management, Sydney, Australia*

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University

Australia, Sydney, 4/532-540 George St, Sydney NSW 2000

<http://www.bluemountains.edu.au>

Ph: +61 2 9307 4600



## Skills

### Languages

Spanish

★★★★☆

English

★★★★☆

Russian

★★★★★

### Computer skills

MS Word

★★★★☆

Excel

★★★★☆

Power Point

★★★★☆

Prezi

★★★★☆



## Certification

### **Restaurant's courses (Event management)**

Location: Moscow, Russia

### **Barista courses (CBD College)**

Prepare and serve espresso coffee; Use hygienic practices for food safety; Latte Art

Location: Australia, NSW, Sydney

### **Seven Miles Coffee Roasters**

Latte Art

Location: Australia, NSW, Sydney

### **Work and Travel USA**

Location: USA, SC, Myrtle Beach

Position title: seller

### **Kaplan school (English course)**



## Certification

Location: USA, FL, Miami

**Kaplan school (English course)**

Location: Australia, NSW, Manly



## References

● **Dr Rajka Presbury**

*BMIHMS at Torrens University, T: +61 (2) 9307 4643 M: +61 (0) 421 341836, E: [rajka.presbury@laureate.edu.au](mailto:rajka.presbury@laureate.edu.au)*

Senior Lecturer

● **Svetlana Nikulina**

*Continental Business Hotel, T: +79066072000*

Head of reception department



## Hobbies



Exploring distant  
lands



Getting lost in a  
good book



Studying



Playing tennis



Doing yoga



Making coffee