



IRYNA ULBUTOVA, Administrative Assistant

Having worked in an international 5-star hotel for more than 8 years, I am equipped with the skills needed to deal professionally in a customer service environment.

Being responsible, organized, and attentive to details, I like to be preoccupied at work, that requires multitasking and high concentration. Being creative, I strive to do routines tasks in a way that will be most appropriate and less time-consuming.

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Date of birth: 03/10/1988. Place of birth: Lugansk, Ukraine

Apr., 2017
May, 2022

Administrative Assistant - Grand Hyatt Residence, Dubai, UAE (186 luxurious apartments and villas)

Managing office work related to the guests who are residing in the serviced apartments and villas, having the main focus of work on long-term tenants.

Main work duties:

- preparing residential lease agreements, tax invoices, and lease renewal letters for guests, who occupy apartments on a long-term basis;
- contacting the tenants on the matter of extension of the lease and receipt of the payment due;
- accepting payments by cash, cheques, bank transfer, credit card, and issuing receipts for the same;
- making reservations in the reservation system Opera;
- coordinating with other departments of the residences while preparing apartments for new long-term tenants;
- preparing commercial lease agreements, invoices, and lease renewal letters to lessees of the retail premises (12 shops and 1 desk), located in the hotel;
- communicating via emails with the long-term tenants, representatives from the companies that are leasing apartments, and lessees of the retail premises, located inside the hotel;
- preparing personalized letters and/or flyers concerning different matters (water/electricity power shutdown, smoke and heat detector inspection, air conditioner cleaning, etc.);
- assisting in preparation and conducting of the annual events for long-term tenants;
- preparing daily and monthly reports;
- setting up an efficient filing system for the lease agreements, ensuring that all files are kept up to date at all times.

Feb., 2015
Apr., 2017

Guest Service Officer - Grand Hyatt Hotel, Dubai, UAE

Performing the work of the spa receptionist by controlling entry into all areas of the facility, answering on the emails, phone calls and personally assisting the guests, who are approaching spa reception in order to use spa facilities or obtain spa treatments.

Main work duties:

- making treatment reservations for guests of the hotel, spa members, and visitors (massages, facials, scrubs, and wraps) using the Reservation Assistant Computer Program;
- conducting consultations with guests prior to each treatment;
- accepting the payments by various methods of payment;
- up-selling and promoting spa services and products;
- answering phone calls and handling inquiries received via e-mails;

Oct., 2013
Feb., 2015

Kidz Club Attendant - Grand Hyatt Hotel, Dubai, UAE

Ensuring the safety and satisfaction of the children who are visiting the Kidz Club.

Main work duties:

- assisting in the operation of the Kidz Club by conducting individual and group activities (arts and crafts, group games, water games in the swimming pool, board games, cooking classes, etc.);
- planning weekly activity programs;
- hosting birthday parties and preparing for the parties by decorating the area and planning the activities of the event for a total duration of 3-hours;
- answering phone calls and email inquiries;
- taking part in organizing winter, spring, and summer camps, as well as special events on the occasion of holidays (Christmas, New Year, Easter, Halloween).

INTERNSHIPS

Oct., 2010
Apr., 2011

English Teacher

Opera Human Resources, Denizli, Turkey

Main work duties:

- teaching English as a foreign language, including planning the lessons and conducting classroom activities;
- evaluating students' level of English proficiency.

June, 2008
Aug., 2008

Counselor

Special Needs Camp (Camp "Allen"), New Hampshire, The USA

Main work duties:

- assisting campers in participating in activities in accordance with the scheduled activity program;
- feeding, showering, shaving, and dressing up those campers, who required total assistance.

EDUCATION

Sep., 2011
June, 2013

National University of “Kyiv-Mohyla Academy”
Kyiv, Ukraine
Master’s Degree in Social Work

Sep., 2006
June, 2010

Ukrainian Catholic University
Lviv, Ukraine
Bachelor’s Degree in Social Pedagogy

Sep., 2003
June, 2006

Lugansk College of Arts and Culture
Lugansk, Ukraine
Certificate of Completion of Secondary Education
Junior Specialist in Librarianship

CERTIFICATES

Aug., 2020
June, 2021

One Year Course of Bible and Theology
Gulf Theological Seminary, Dubai, UAE

2021

“Why Your Work Matters” and “Sent to the Workplace”
Online courses at “REDEEMER City to City,” USA

2020

Harvard ManageMentor Online Trainings
“Leading and Motivating”
“Feedback Essentials”
“Customer Focus”

COMPETENCIES
AND SKILLS

computer skills: MS Office (Word, Excel, PowerPoint);
email system Outlook;
telephone conversation skills;
writing skills (email communication, official letters, and flyers);
time management skills;
teamwork skills;
analytical skills.

LANGUAGES

Ukrainian - fluent
Russian - fluent
English - advanced
German - elementary
French - elementary

PERSONAL
SKILLS

responsible, careful and attentive to details, hardworking, honest,
creative, organized.

INTERESTS AND
HOBBIES

reading, writing fiction, having meaningful conversations, traveling,
learning foreign languages.