**Konstantin Mirnov**

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EU Passport / Bulgarian / Eligible to live and work in UK

**PERSONAL PROFILE** I am a highly driven, ambitious and self-motivated professional with extensive skills and experience in the Travel industry аs a sales/account manager and organiser. I have a proven track record of work history where I constantly develop new skills and improving existing ones. Whilst holding a position as a Travel Manager / Representative, mainly in the field of incoming tourism at the Russian travel market in Bulgaria, since then / October, 2016/ I have relocated to the UK. Here I was studing English language at “Oxford School of English”/ level advanced, with a purpose to improve my knowledge. As a result of that, I passed the CFE exam and entry exam for Anglia Ruskin University London Where I have recently completed a course of “MBA International” which includes a modules of Management Information systems, International and Digital Marketing, Business Strategy, Managing Corporate Finance, Human Resource Management, Leadership. Also, I have conducted a dissertation based on an Agile Methodology in software development. I strongly believe that this course and all my previous education and work background combining them with a great interest in the business administration services is going to give me an opportunity to implement my qualities such as flexibility, creativity, consistency as well as to integrate my lateral and strategic thinking in order to get professional development in the UK.

Currently, I am seeking opportunities to enhance my career in a challenging and dynamic environment such as communications specialist, including transcriptionist / interpreting/translation role/or project so as to increase my agility by applying with different languages in order to satisfy the needs of the business and society itself. Also, I always try to develop foresight, intuition, and ability to find meaning and order in ambiguous, uncertain events. Furthermore, I am willing to comply with my excellent skills and abilities in **Russian** and **Bulgarian** languages whilst applying my boundless energy, sharp mind and natural hunger to learn.

**EMPLOYMENT**

Since I got officially graduated, in October 2019, I have been working as a self-employed person in an interpreting/translation industry whilst I have been attempting to find a suitable project.

**September 2017 – August 2019 - Salesperson – SkillMatch Resources / London(UK)**● Sales NVQ in the Construction field ● Handling phone calls ● Advising customers the best route for them ● Assessing potential customers’ suitability ● Filling out paperwork and carrying out quality checks ● Reporting back to the manager on a daily and weekly basis

**February 2016 - May 2016 / October 2016 – September 2017 Receptionist - Cotswold Hotel and Spa (UK)** ●Greeting Customers ● Handling telephone calls ● Making bookings ● Resolving customer complaints and issues ● Events organization (weddings, birthdays, business, etc.) ● Handling cash float ● Reporting back to Manager on a weekly and daily basis

**June 2015 – January 2016 – NOY Travel Ltd, Varna, Bulgaria: Travel Manager / Representative (BG)**

● Corresponding with hotel complexes, that are located on the Bulgarian resorts as well as with contractors abroad /Russia, Belorussia, Ukraine, Moldova/ ●Maintaining existing relationships within the business● New client acquisition and turning back the existing ones ●Eliciting requirements ranging from different perspectives ●Booking hotels ● Creating of invoices and preparation of documents according to all standards ● Arranging transport for transfers ●coordinating inbound/outbound charter flights ● Meeting guests at the airport ● Escorting guests to their accommodation ● Organizing and hosting welcome meetings ● Selling and organizing excursions and other activities ● Responding to clients’ queries ● Handling client issues such as: lost luggage /passports, health problems, unforeseen problems, e.g. flight delays ● Establishing and maintaining relationships with local hoteliers, excursion agents and travel companies ● Keeping basic accounts and records and writing reports ● Checking hotel standards and safety procedures

**June 2008 – 2015 – AYA Travel Ltd, Varna, Bulgaria: Travel Manager / Representative (BG)**

**September 2006- January 2008 – Kandeks Ltd, Varna, Bulgaria: Sales/ Marketing/ Account Manager (BG)**

● Awarded as the highest sales manager of electric forklifts and spare parts for them / at the Russian market / ● Conducting a business analysis of market changes and dealing with all stakeholders ● Recognized for being constantly focused on sales opportunities by the senior management ● Creating customer data base, establishing new business leads and contacts ● Maintaining existing relationships within the business● New client acquisition and turning back the existing ones ● Responsible for managing the working environment, ensuring that company policies, procedures and legislative requirements are met ● Supported new and existing colleague training in order to exceed sale service

**May 2003 – September 2006 – NAGENA Ltd, Varna, Bulgaria: Travel Manager / Representative (BG)**

**1999 – 2001 September MUREP, Bryansk city, Russia: Electrician** Electrical maintenance of building sites, domestic and industrial buildings ● Identify electrical problems with a variety of testing equipment/tools

**EDUCATION**

**2020 February – present – Online course Codecademy / Phyton, SQL /**

**2018 - 2019 Anglia Ruskin University – London, UK**

**MBA INTERNATIONAL**

**2003 - 2007 College of Tourism –Varna, Bulgaria**

**BA Management of Hotels and Restaurants**

**1997 - 1999 College of Engineering- Bryansk, Russia**

**Specialist in electrical installation of Industrial and Private Environment**

**1995 - 1997 College of Mechanics – Pleven, Bulgaria**

**Specialist in electrical installation**

**Languages:**

**English - Advanced** ● **Russian – fluent as native** ● **Bulgarian – native language**

**IT skills / social media**: Word, Excel, Outlook, Internet, social media. Interested in **DataBase /Phyton/**

**PERSONAL INTEREST.** I enjoy participating in events not only in business situations but also in my private life. I enjoy travelling and have lived and studied in several countries, including Russia, UK and Bulgaria. I have met people from many different cultural backgrounds and this has fostered and developed my interest for International Affairs and awareness of diverse global cultures. I like to keep fit and healthy and I am an active member of the gym.