

Maria Z

Personal Data

Age: 39
Place of birth: Russia
Address: Spain
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Education

2001-2006 Moscow State Linguistic University (former Maurice Thorez loFL)

Intercultural Communication and Translation, English and German languages
Linguistics and Foreign Language Teaching, English and German languages

November 2017 – October 2018 SAP Learning
SAP various modules

Work Experience

April 2018 – present
**Regional Customer Service Manager Post Travel,
Bahia Principe Hotels & Resorts, Tenerife**

(post-travel complaints/claims management, analysis of critical points, customer satisfaction analysis, assistance in legal claims, quality control, incident database control, day-to-day department supervision, collaboration with other departments to ensure prompt issue resolution, team training PMS/Salesforce, PMS Key User, User Manual creation)

August 2004 – Present
Freelance translator-interpreter (RUS, ENG, GER, SPA) // Language Trainer
(Guided tours; creation of glossaries for translation; verbal/written translation in the areas of tourism, marketing, IT, linguistics, real estate; Trados studio; Language trainer (Russian, English, Spanish languages); elaboration of supplementary materials to enhance learning process; elaboration of course programs; teaching techniques; psychology methods)

August 2003 - August 2004
Front-desk Agent Assisting to Marketing Department, City Hotel 5*, Moscow
(Customer attention; PMS handling, promotion campaigns; marketing campaign development; event planning and coordination; elaboration of offers and rates in order to improve rentability and customer satisfaction)

September 2000 - September 2001
English Teacher, Dashkova Secondary School with enhanced education
(English language teaching; elaboration of supplementary materials to enhance learning process)

Languages

Russian - Native
English - Proficiency Level
Spanish - Proficiency Level
German - Intermediate level



Bulgarian – Basic level

Personal Characteristics

Ability to work in a team and independently,
Organized and goal-oriented,
Attention to detail,
Ability to work under pressure,
Motivation adept,
Quick learner,
Analytical abilities,
Proactive attitude with decisionmaking potential

Computer / IT

Microsoft Office,
SAP,
Trados,
Concept POS,
Opera (Oracle),
Sales Force

Interests & Activities

Music, contemporary art, travelling, fitness, sport, literature, psychology, crypto.

Driving license B