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Revenue/Yield/Sales Management in Hospitality|Hospitality SaaS | SaaS Sales

Experiența profesională

Revenue Manager & Reservations Manager (Multi-property) · My house Travel s.r.o. · Прага
Ianuarie 2017 - Iunie 2021 · 4 ani 6 luni

Developing, monitoring, and adjusting sales and pricing strategies

Implementing revenue management operations, procedures and best practices.

Identifying new revenue opportunities.

Providing critical analysis of strategies, room's statistics and demand factors

Providing daily YTD, weekly WTD and monthly MTD reporting.

Optimize and expand distribution partnerships.

Managing standard, special and temporary discounts and promotions directly in hotel's Booking Engine.

Maintaining room and rate descriptions via Booking Engine on own websites, partners' OTA and offline Travel Agencies

Act as overall business development consultant for the hotel manager/owner.

Influencing hotel to improve service level and operational standards.

Build and maintain strong working relationships with levels of staff at the client hotel.

Analyzing independently and determine whether hotel is effectively marketing itself across electronic distribution channels.

Collecting and analyzing data from Google Analytics and AdWords campaigns, in order to improve or create new effective and converting marketing campaigns,

Creating an appealing content for FB and Instagram ads.

Participate and prepare rolling forecast and annual budget for each property

Loading all preferred, consortia and promotional rates in Channel Manager and in each OTA.

- 👤 35 ani
- ♀ Feminin
- 📍 Anenii Noi
- 💰 18 000 MDL

Preferințe

- Flexibil

Limbi

- **Română** · Elementar
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Cehă** · Fluent
- **Italiană** · Elementar

Reservations Department Representative · My House Travel s.r.o. · Прага

Februarie 2015 - Ianuarie 2017 · 2 ani

Checking all new, modified and cancelled reservations received for all the properties;

Maintaining the in-house reservations systems;

Communicating with Travel Agencies;

Be in direct contact with all Account Managers from all the partners OTA's and offline Travel Agencies;

Maintaining profiles of all properties on Booking.com, Expedia and other OTA's.

Responsible for guest relocation in case of Overbooking issues.

Keeping a high level of constant communication with Front Desk and Sales teams;

Informing Front Desk, Marketing and Administration teams about new requirements, procedure changes and new processing tools.

Client Support Analyst I · Concur (Czech) s.r.o. · Прага

Aprilie 2013 - Mai 2014 · 1 an 1 lună

Receive client inquiries primarily via a CRM tool (Salesforce), regarding product functionality or problems;

Researching with the client to fully diagnose the issue then develop creative solutions and respond within established timelines.

Troubleshooting software issues

When appropriate provide consultative guidance to customers towards the resolution to their service issue. Logically diagnose and resolve basic to intermediate issues or determine resources required to resolve. Proper escalation and routing of customer issues and requests.

Effectively manage expectations that are set with customers.

Maintaining accurate, high-quality and timely documentation for all steps and activities undertaken in order to resolve client issues/questions.

Escalating unresolved client issues as necessary to corresponding teams.

Routinely update the client, following SLA guidelines, on active issues to gain additional information or to advise of status.

Maintain working knowledge of Concur Travel & Expense products including new releases and new products.

Market Development Representative · Concur (Czech) s.r.o. · Прага

Aprilie 2012 - Aprilie 2013 · 1 an 1 lună

Participating in the first 1-2 months of the sales cycle by building relationships with key decision makers at targeted accounts, identifying their project needs and business issues and conducting individual needs analysis.

Building business cases based on information obtained from targeted accounts to support the value proposition of Concur products.

Maintaining strong relationship with sales team through clear communication and follow-up.

Maintaining up to date and extensive knowledge on all Concur product offerings through participation in product demonstrations, meetings and marketing materials.

Achieving quarterly lead generation goals set by sales and marketing management.

Participating on projects teams as needed to support Sales and Marketing initiatives

Receptionist/ GM's Assistant · D.Group International s.r.o. · Прага

Octombrie 2009 - Ianuarie 2012 · 2 ani 4 luni

- Translation from/into Russian and English

- Maintaining all Email and Mail correspondence

Work at the reception

Communication with guests

Solving guest's issues and special requests

Supervising housekeeping team

Daily communication with travel agencies and partners

Invoice management

Looking for new suppliers and potential partners

Studii: Medii

Liceul Teoretic A.S.Puskin Anenii Noi

Absolvit în: 2008