

ILYA KHASYANOV
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EDUCATION

University of South Carolina
Master of International Hospitality and Tourism Management
Overall GPA: 3.65
Nizhny Novgorod State Technical University N.A. R.E. Alekseev
Bachelor of Hotel Business
Overall GPA: 3.34

Columbia, SC
December 2020

Nizhny Novgorod, Russia
July 2015

RELEVANT COURSEWORK

Hotel Activities Technologies
Hotel Activities Design
Hospitality Industry and World Hotel Business
Hospitality Industry of Nizhny Novgorod City

RELATED EXPERIENCE

"ROCCO Hotel" "Vertical" Ltd.

Hotel Administrator's Assistant Intern

- Processed the hotel guests' documents.
- Accepted the payment, drawn up and registered various payment documents.
- Accepted and processed requests and applications from the prospective clients.

Nizhny Novgorod, Russia
April 2015 – June 2015

"Imeretinskiy Hotel" "ROGSIBAL" Ltd.

Bellhop

- Service of reception and accommodation of guests during 2014 Winter Olympics and Paralympic Games.
- Tackled the arising hotel guests' problems.
- Provided a positive experience

Sochi, Russia
January 2014 – March 2014

ADDITIONAL EXPERIENCE

Regional Representative Office "START" Factory

Senior Shop - Assistant

- Implemented a unique offer on the company's website - determining the full cost of an online order.
- The sales volume was increased by 20% in 2017 due to the introduction of a unique product offer.
- A contract was signed with a company to perform additional work (delivery, loading, assembly, maintenance).
- Customer loyalty was enhanced, company image was improved.
- Formed a plan of goods purchasing.
- Received, qualitative and quantitative examined of goods.
- Processed and drawn up the shipment documents.
- Checked the ordered goods payments.

Nizhny Novgorod, Russia
December 2015 – December 2017

Regional Representative Office "START" Factory

Junior Shop - Assistant

- Revealed and learned the requirement of the prospective customers.
- Provided the customers with professional consultations.
- Demonstrated the products of the company.
- Processed the purchase documents.

Nizhny Novgorod, Russia
September 2015 – November 2015

SKILLS

English, Native Russian

Team-oriented, organizational skills, solving problems, selling skills, skills and competences in clients and customer service, trainability, creativity, effective business and personal interaction.

Microsoft Word, PowerPoint, Excel, Outlook; Adobe Photoshop.