**MARYNA TSONEVA**

**marynatsoneva@gmail.com 13923 Sommers Avenue**

**727-967-3764 Hudson, FL 34667**

**Work Status - Eligible to work in the United States.**

**SUMMARY**

Hurd-working and creative Restaurant Manager with desire to deliver an excellent dining experience. Focusing on raising service standards and on setting high expectations. I advise on management issues. I help develop and implement operational standards, restaurants management: personnel, quality, sales and expenses.

**HIGHLIGHTS**

* Financial oversight
* Revenue generation
* Employee relations
* Motivation leader
* Resourceful problem solver

**EXPERIENCE**

**Waiter 03/2022 to 06/2022**

Vessel 11 - Rotterdam, Holland

Taking orders, serving, working with the cashier, banquet service.

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**Owner/Operator 04/2020 to 02/2022**

Tili-Pili Coffee Shop - Zaporozhye, Ukraine

Creation of a Coffee Shop project “turnkey”: business plan, approval project documents, choice of premises, purchased the equipment, hired employees. Created delivery services.

Instagram: tili.pili.coffee

(closed due to war)

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**Seasonal Reception and Accommodation Manager 05-09/2021**

Grand Sofia Hotel&Spa\*\*\*\* - Island Biryuchy, Ukraine

Was responsible for all areas of Front Office department. Processed payments, successfully managed financial reporting for a company. Providing customer service, booking reservations, cashiering, billing issues.

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**Restaurant General Manager 05/2013 to 10/2020**

River Restaurant Good Life Park – Kyiv

[www.facebook.com/Rechnoi/](http://www.facebook.com/Rechnoi/)

Complete management of financial and operational activities of the restaurant.

Managed over 25 employees, keeping employee turnover low, 95% of team worked all 8 years. Developed and supported the talents of Chefs. Among the restaurants visitors were ambassadors of different countries. As a result, our Brand Chief began working at the French Embassy.

(closed due to COVID)

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**Crisis restaurant manager 10/2020 to 03/2020**

Jack-Bar, Karaoke club Shalapin – Poltava, Ukraine

Financial analysis of the bar and Karaoke for the previous period. Implementation of a new accounting system. Searched and hired staff. Formed a new team. Created a seasonal menu.

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**Service Manager 04/2012 to 04/2014**

Ramada Hotel\*\*\*\* – Donetsk, Ukraine

Managed over 95 employees. Managed the service departments in the divisions: room service, restaurant, lobby bar and summer terrace. Implemented standardization HACCP. Planned financial expenses for a year. Organized inventory and re-accounting. Implemented a system of rewards and bonuses.

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**Hostess 09/2010 to 03/2012**

Marinade Restaurant - Donetsk, Ukraine

Maintained a high level of service. Worked with a booking system. Responding to comments on social networks. Assisted parties and banquets.

**EDUCATION**

**Institute of Hospitality Management – Prague, Czech Republic 08/2007 to 08/2010**

Bachelor’s Degree

Restaurants and hotels management.

**SKILLS**

Proficient in MS Office, 7 R-KEEPER (automated business process), Poster, Time management, Restaurant operational audit, “Fair Finch Coffee Academy” course: How to manage a coffee shop.