

MS EKATERINA ANDREEVA

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A highly motivated, organised and results-orientated native Russian and English speaking professional with proven experience in sales, project management, business administration and customer service. Excellent interpersonal and commercial skills used to good effect in proactive networking and achieving team objectives. A dedicated and hard-working individual with strong attention to detail who welcomes the challenges of dynamic situations and environments.

March 2013 – Present Project Manager, Administrator. “ANGLISKY KLUB” Ltd, London, UK

- Provision of holidays, guided tours and travel for Russian speaking clientele in the UK;
- Management of existing clients with a focus on generating repeat business and development of new clients;
- Liaison with Russian clients in the organization of tailor-made holidays, business travel and senior; corporate leisure activities in London and the UK/France ;
- Creation, development and promotion of specialist, high quality standard and tailor-made excursions and tours;
- Provision of full VIP and Concierge service;
- Working collaboratively with other colleagues from across the UK;
- Preparation and organisation of supporting documentation including visas, insurance certificates, etc.

Feb 2012 – March 2013 Sales and Account Manager. “FORMATIONS HOUSE” Ltd, London, UK
UK company formation service

- Proactive office management;
- Client database maintenance and management;
- Liaison with Companies House and offshore-based agents in relation to company incorporations;
- Production of supporting statutory documentation;
- Increased client network with a focus on Eastern European markets;
- Production of comprehensive weekly reports on business transactions;
- Processing incoming orders and liaison with the finance department ;
- Assistance with client pitches and presentations;
- Responsibility to follow-up of clients and team meeting actions;
- Provision of a professional consultancy service to new and existing customers.

Jan 2011 – Jan 2012 Incoming Business Operating Manager. “INTOURISTUK”Ltd, London
Russian Travel Experts

- Dealing directly with Russian clients in person, on the telephone and via e-mail regarding their particular travel arrangements ie. booking flights/trains/accommodation/car hire/tours/transfers and provision of full VIP / Concierge service;
- Liaison with clients creating tailor-made travel plans and itineraries and managing alterations and cancellations;
- Developed client relationships to encourage repeat business;
- Managing and maintenance of clients records ;
- Preparation and organisation of supporting documentation including visas, insurance certificates, etc.

Sept 2008-Dec 2010 Tour Guide / Interpreter. “Anglisky Klub Ltd”, “Great Rivers Ltd” Tour Agencies, London, UK

- Provision of holidays, guided tours and travel for Russian speaking clientele in the UK;
- Hosting small groups of Russian speaking tourists on excursions and tours in the UK ;
- Concierge service, including provision of assistance with school selection (public, boarding, summer schools, etc. and assistant with renting or buying property in the UK.

Feb2007-Aug 2008 Executive Personal Assistant to a General Director. "Metal Service", Moscow,RU

- Full and extensive correspondence management via e-mail/telephone/letters, typing and preparing documentation;
- Book-keeping;
- Database management;
- Organization of travel and accommodation.

Feb 2005-Feb2007 Sales and Account Manager."Russian Mining Metallurgical Company",Moscow,RU

- A member of a Sales Team.

Sept 2004-Feb 2005 Travel Consultant. "China Travel Tourism", Moscow, Russia

- As a member of a Sales Team I was responsible for all travel arrangements for tourists from China and Russia for both Russia inbound and outbound travel.

Nov 2002-Sept 2004 Head of Marketing Department. International Tourist Complex Hotel "Suzdal" Russia

- Responsible for advertising and marketing of hotel facilities including restaurant, spa and leisure centre
- Managed a team of 30 people.

Mar1998-Nov2002 Sales Manager. "Globus"Food Canning Factory, Budapest, Hungary

- Dealing and liaising with existing clients in Russia as well as looking for new clients in order to expand the business.

PROFESSIONAL & EDUCATIONAL QUALIFICATIONS

Feb 2009-Feb 2010 Kingston College, Kingston upon Thames

Certificate (ESOL Grade of Entry 3 in English)

Sept 1995-June 1990 Engineering Technical University. Vladimir, Russia

Master of Engineering Degree in Electromechanical Engineering, Robotic Systems and Programming.

OTHER QUALIFICATIONS

March – Feb 2009 "Anglisky Klub Ltd.", London, UK

Part-time training in Tour management in the UK.

April 2005

Introduction to Business Management Course, including IT, Russia.

Feb-March 2003

Part-time training in Customer Service in Sales in Steel Industry, Russia.

Full UK Driving Licence

IT Skills:

Confident user of Internet Explorer, Microsoft Office Outlook, Word, Excel, PowerPoint Presentation, familiar with some databases.

LANGUAGES:

Russian (native), Hungarian (conversational).

Experience working & living in Russia, Hungary and UK.

HOBBIES AND INTERESTS:

I enjoy ballroom dancing, horse riding, playing tennis, downhill skiing, art and socializing with friends.

REFERENCES:

Available upon request.