

Zhuldyz Ilyassova

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EDUCATION

Tourism Management
Almaty Management University
09/2015 - 05/2019 *Almaty , Kazakhstan*
DDP ISM university in Vilnius, Lithuania

MBA
Gedik University
09/2024- till now *Istanbul, Turkey*

SKILLS

- Leadership experience
- Computer skills
- Communication skills
- Problem-solving abilities
- Organizational know-how
- Collaboration talent
- UI/UX Design
- Marketing Expertise

WORK EXPERIENCE

Guest relation agent
RIXOS
09/2017 - 09/2018, *Almaty, Kazakhstan*
Rixos Hotels, established in 2000, is one of the world's fastest growing, luxury hotel chains.
Achievements/Tasks

- Analyze staff evaluations and feedback to improve the customer's experience.
- Ensure customer satisfaction through promoting. excellentservice; respond to customer complaints tactfully and professionally.
- Maintain quality control for all food served.

Supervisor of F&B department
ROYAL TULIP HOTEL
09/2018 - 04/2019 *Almaty, Kazakhstan*
Achievements/Tasks

- Analyze staff evaluations and feedback to improve the customer's experience
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally
- Maintain quality control for all food served

Human Resources Manager
LTD "HAPPY KIDS"
10/2019 - 06/2021 *Almaty, Kazakhstan*
Achievements/Tasks

- Training and Development Coordinated and implemented strategic HR methodologies to optimize organizational performance.
- Facilitated comprehensive Training and Development initiatives tailored to individual and organizational needs.
- Leading and managing the HR team, providing guidance, coaching, and support to ensure effective HR operations.

PERSONAL PROJECTS

01/2019 - 04/2019
Development of methods for managing sales of banquet halls and conference service in a Royal Tulip Hotel

- Identify the main problems of Royal Tulip Hotel.
- Conduct research to find solutions to these problems.
- Develop service standards. Formulate a plan to increase sales of banquets and conferences. Expand the range of services offered by the hotel.

LANGUAGES

Russian
Native or Bilingual Proficiency

Kazakh
Native or Bilingual Proficiency

Turkish
Limited working Proficiency

English
Full Professional Proficiency

Sales manager
DSS DENIZSAN SHIP SERVICE
08/2022 - 12/2023 *Istanbul, Turkey*
Achievements/Tasks

- Achieve growth and hit sales targets by successfully managing the sales team
- Design and implement a strategic business plan that expands company's customer base and ensure it's strong presence

Logistics Operations Coordinator
MIRA LOGISTICS
01/2023- 06/2024 *Istanbul, Turkey*
Achievements/Tasks

- Overseeing and optimizing day-to-day logistics operations to ensure efficiency and cost-effectiveness.
- Developing and implementing strategic plans to streamline processes and enhance workflow in warehouse and transportation operations.
- Supervising a team of logistics personnel, providing guidance, training, and performance evaluation to ensure high productivity and adherence to quality standards.