



# OLHA

*Diadiuk*

## CUSTOMER SERVICE

### ABOUT ME >

Accomplished, results-driven and efficient Customer Service Professional with 4 years of rewarding experience in the Hospitality Industry. Recognized, as a leader with an exceptional ability to multi-task, proactively resolve opportunities and produce results by leveraging internal and external resources.

### WORK EXPERIENCE >

SEP 2021 - NOW	<b>SALES &amp; ACCOUNTS ASSISTANT MANAGER</b> QATAR ACCOMMODATION AGENCY FOR FIFA WORLD CUP 2022
JAN 2021 - SEP 2021	<b>HEAD W INSIDER (GUEST RELATIONS SUPERVISOR)</b> W DOHA HOTEL & RESIDENCES
JAN 2019 - JAN 2021	<b>W INSIDER (GUEST RELATIONS)</b> W DOHA HOTEL & RESIDENCES
JAN 2018 - JAN 2019	<b>LIVING ROOM AMBASSADOR</b> W DOHA HOTEL & RESIDENCES

### MY EDUCATION >

2012 2017

**BACHELOR DEGREE IN PHILOLOGY**  
LESYA UKRAINKA EASTERN EUROPEAN  
NATIONAL UNIVERSITY, UKRAINE

### RECOGNITION >

TripAdvisor Champion October 2020  
Letter of Appreciation April 2019  
Talent of the Month December 2018  
Talent of the Month July 2018

### CONTACT

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olha.diadiuk@gmail.com

### MY SKILLS

- Presentation and prospecting skills Guest flow management
- Goal-driven sales motivation
- Supplier sourcing and contracting
- Communication and leadership qualities
- Ability to work under pressure
- Hiring, coaching, on-the-job training and performance management
- Quality management
- Development of long-term relationships with customers
- Problem resolution and compensation management
- Cross-cultural work environments

### LANGUAGES

Ukrainian – Native  
Russian – Fluent  
English – Fluent