

# Iryna Uriadko



---

## Iryna Uriadko

Rabay Street, Sakr Building (4)  
Adonis, Zouk Mosbeh, Keserwan

03 791 870  
[uryadkoirina@gmail.com](mailto:uryadkoirina@gmail.com)

---

## Experience

---

### Hyatt Regency Kyiv / Reservation agent

April 2017 – August 2018, Kyiv, Ukraine

- Answered incoming phone calls and emails and developed a friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.
- Suggested various packages and amenities to guests, helping them to find the perfect accommodations to fit their needs.
- Directed calls to appropriate individuals and departments.
- Communicated problems regarding guest rooms to housekeeping services and maintenance personnel.
- Trained all new members of the reservation team.
- Arranged for group hotel bookings in collaboration with the sales department for weddings and special events.
- Updated company's employee manual including training and development.
- Provided clerical support to company employees, including copying, faxing and file management.
- Responded to inquiries and researched and resolved problems related to transactions handled by the department.

### Broadway English School / Administrator

June 2016 - April 2017, Kyiv, Ukraine

- Greeted customers and visitors in-person and via telephone calls.
- Maintained a schedule of classes per week.
- Corresponded with clients through email, telephone.
- Ordered all office supplies including ink cartridges, toner, and paper.

- Created new groups of students according to their test results.
- Signed contacts with new clients.
- Counted a salary for teachers.

### **Schlitterbahn Waterpark / Food Service Worker**

May 2014 - September 2014, Galveston, TX, USA

- Successfully communicated with all team members to navigate job duties and complete daily tasks.
- Cooked batches of food according to standard recipes.
- Maintained food safety standards at all times.
- Upheld standards of cleanliness, food handling and safety.

### **SushiYa Restaurant / Hostess**

September 2013 - April 2014, Kyiv, Ukraine

- Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.
- Assisted co-workers whenever possible.
- Provided extensive information about menu items, took down special restrictions and always suggested upsell items like appetizers.
- Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
- Reserved tables for the guests.

---

## **Education**

---

### **National Transport University / Tourism/ Bachelor**

September 2011 - June 2015, Kiev, Ukraine

### **National Transport University / Tourism/ Master**

September 2015 - February 2017, Kyiv, Ukraine

---

## **Skills**

- 
- MS Office skills.
  - Experience answering calls on multi-line phones.
  - Comfortable using a variety of office equipment.
  - Strong customer service skills.
  - Languages (English, Russian, Ukrainian).