



The Grand Mauritian Resort & Spa  
Turtle Bay  
Balaclava  
Mauritius

d/o/b: 18 July 1983  
Nationality: Russian

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## Olga KOVSHANOVA, MBA, MA

### Résumé

Seeks position in:

## Sales & Marketing / Hotel Management

**Successful at increasing Market Share & Guest Satisfaction and in Hotel Management**

Quatre-lingual (Russian, English, French, Thai), experienced, highly presentable, responsible, self-motivated, practical, dynamic, dedicated and organized

### PROFESSIONAL EXPERIENCE

Sept 2010 – Present [The Grand Mauritian Resort & Spa](#) (Mauritius) 5-Star, Luxury Collection, Starwood Hotel

#### Sales and Guest Relations Manager for CIS, Eastern Europe & Greece

Raised the CIS & Eastern Europe market share 223% which brought in more than half a million euros in room sales alone plus about a like amount in F&B, extras, etc.

Jan – Aug 2010 [Boracay Beach Club](#) (Philippines)

#### Director of Sales and Marketing

Achieved unprecedented occupancy of 70% during low season

Dec 2008 – Dec 2009 former Radisson Hotel Bangkok, (Thailand) currently [Golden Tulip Sovereign Hotel Bangkok](#)  
**Front Office Manager**

Trained staff and thus gained a 6% raise in Medallia Guests' Satisfaction Ratings

Dec 2007 – May 2008 [L'Arboisie de Château et Résidence à Megève](#) (France)

#### Front Office Executive Responsible for Russian Clientele

Participated in opening team with a 95% opening occupancy rate

July – Nov 2007 [Warwick Westminster Opéra Hotel](#) (Paris)

#### Intern in the Sales Department

Assisted in reorganization of Russian Sales which resulted in a raise in Russian Market Share

July – Nov 2006 [The Ritz Hotel](#) (Paris)

#### Receptionist

Helped in updating Front Desk which led to speedier guests services

## EDUCATION

- 2012 [Certificate in Hospitality Management](#) in progress  
[Certificate in Financial Management](#)  
[eCornell / Cornell University](#)
- 2011 **Sales Orientation Training**  
[The Grand Mauritian Resort & Spa](#), [Luxury Collection](#), [Starwood Hotels](#)
- 2009 **Managerial Train-the-Trainer**  
(former) Radisson Hotel Bangkok, currently [Golden Tulip Sovereign Hotel Bangkok](#)
- 2006 - 2007 **Masters in Business Administration** Major: Hotel Management and Marketing  
École Maxim's internationale de Paris (Groupe ICOGES) with favorable recommendation  
Market research:  
- Thesis: "[The Development of the Russian Luxury Tourism Market in Parisian 4 and 5 Star Hotels](#)"  
- Study "[Chain Hotels in St. Petersburg, Russia](#)"
- 2006 **French Certificate of Tourism and Hotel Business** with favorable recommendation  
[Paris Chamber of Commerce and Industry](#)
- 2005 - 2006 **French language studies** with Introduction to Tourism and Hotel Business  
[Institut Catholique de Paris](#)
- 2000 - 2005 **Honors Masters of Arts as a Teacher and Speech Therapist**  
[Gerzena Teachers' University](#) (St. Petersburg, Russia)
- 1990 - 2000 **Honors High School Diploma**  
School № 283 (St. Petersburg, Russia)

## LANGUAGES

<b>Russian:</b>	Native speaker	<b>English:</b>	Fluent
<b>French:</b>	Fluent	<b>Thai:</b>	Elementary

## COMPUTER SKILLS

- Opera, Fidelio, Amadeus
- Office 2010 (Word, Excel, PowerPoint, Access), Adobe Reader, Photoshop, DreamWeaver, FineReader, I.E., FireFox
- Web-design

## OTHER SKILLS

- International Driver's License, Russian

## INTERESTS

- Cultural exchange, travel
- Art, Ballet, Opera, Theatre (acting classes 2 years), Music (Classical and Jazz)
- Sport (Volley-ball; Tae Kwon Do)

**References:** Upon request