

## VICTORIA SIMONYAKINA

Virginia Beach, VA

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### EDUCATION

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<b>Nursing Student</b> <i>Old Dominion University, Norfolk, Virginia</i> ODU ISSS Scholarship Student	2012-Current
<b>Science Student</b> <i>Tidewater Community College, Virginia Beach, Virginia</i>	2010-2012
<b>Bachelor, Hospitality and Tourism</b> <i>Far Eastern State University, Vladivostok, Russia</i> Governor's Scholarship Student	2004-2009

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### CREDENTIALS

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<b>CPR for Health Care Providers</b> <i>American Heart Association</i>	2012
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### EXPERIENCE

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<b>Supervisor – Golf Course</b> <i>Grissworld Inc., Virginia Beach, Virginia</i> <ul style="list-style-type: none"><li>➤ Supervised 10 seasonal employees</li><li>➤ Trained employees to meet and exceed customer service expectations</li><li>➤ Motivated team collaboration</li><li>➤ Created employee handbook</li><li>➤ Entered labor hours and sales into computer database for tracking &amp; balancing</li><li>➤ Assisted general manager in developing daily and long term plans</li><li>➤ Interpret and analyze team sales data to forecast</li><li>➤ Ordered supplies based on projected sales</li><li>➤ Inventoried supplies to monitor costs</li><li>➤ Counted daily sales, deposited profit</li><li>➤ Provided excellent customer service to all guests</li></ul>	06-09/2009
<b>Customer Service Assistant</b> Internship at <i>Ilves Tour, Phuket, Thailand</i> <ul style="list-style-type: none"><li>➤ Collaborated with suppliers and team members on improving customer service</li><li>➤ Organized briefing sessions and staff training on customer service</li><li>➤ Served customers to understand and trouble shoot problems</li><li>➤ Monitored operations to identify any future problems or misunderstandings</li></ul>	2008-2009

**Customer Service Assistant**

2006-2008

*Mirabel Tour, Vladivostok, Russia*

- Responded to customer requests and assisted with travel needs
- Advised client with suitable options
- Confirmed bookings and notified clients of luggage limits, insurance, medical, passport, visa, and currency requirements
- Ensured correct formatting/dates of tickets processed

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**AFFILIATIONS****ODU Student Nursing Association**

2012-Current

**PHI THETA KAPPA Honor Society**

2012-Current

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**COMMUNITY SERVICE****Volunteer**

2012-Current

*Virginia Medical Reserve Corps*

Support community during public events such as marathons and festivals and assist during emergencies such as hurricanes.

References on Request