

VICTORIA SIMONYAKINA  
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## EDUCATION

### Nursing Student

2012 - Current

Old Dominion University , Norfolk , Virginia

ODU ISSS Scholarship Student

### Science Student

2010 - 2012

Tidewater Community College , Virginia Beach , Virginia

### Bachelor, Hospitality and Tourism

2004 - 2009

Far Eastern State University , Vladivostok , Russia

Governor's Scholarship Student

## CREDENTIALS

### CPR for Health Care Providers

2012

American Heart Association

## EXPERIENCE

### Supervisor – Golf Course

06 – 09 / 2009

Grissworld Inc . , Virginia Beach , Virginia

Supervised 10 seasonal employees

Trained employees to meet and exceed customer service expectations

Motivated team collaboration

Created employee handbook

Entered labor hours and sales into computer database for tracking & balancing

Assisted general manager in developing daily and long term plans

Interpret and analyze team sales data to forecast

Ordered supplies based on projected sales

Inventoried supplies to monitor costs

Counted daily sales, deposited profit

Provided excellent customer service to all guests

## Customer Service Assistant

2008 - 2009

Internship at Ilves Tour , Phuket , Thailand

Collaborated with suppliers and team members on improving customer service

Organized briefing sessions and staff training on customer service

Served customers to understand and trouble shoot problems

Monitored operations to identify any future problems or misunderstandings

## 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

## AFFILIATIONS

ODU Student Nursing Association 2012 - Current

PHI THETA KAPPA Honor Society 2012 - Current

## COMMUNITY SERVICE

Volunteer at Virginia Medical Reserve Corps 2012 - Current

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

References on Request