

Work Experience

Office Administration / HR

Office Manager

03/2023 to 11/2023

LLC. Nova

Tbilisi, Georgia

- Managed daily office operations, including supplies and equipment.
- Facilitated team communication and supervised administrative staff.
- Coordinated schedules, meetings, and travel arrangements.
- Organized and maintained confidential records and documents.
- Assisted with budget management and expense tracking.
- Supported various projects and collaborated with cross-functional teams.
- Proficient in Microsoft Office and tech tools, improving efficiency.
- Proactively addressed and resolved operational issues.
- Provided excellent customer service to clients and visitors.

Administration - Office manager , HR assistant

07/2020 to 10/2022

Alter Space

Tbilisi, Georgia

- Maintaining office goods
- Controlling of stationary and other office needs
- Performing office management work
- Produce daily reports
- Organized and maintained confidential records and documents.

Administration - Office manager , HR assistant

10/2015 to 11/2019

Oil Company Ltd "Frego"

Tbilisi, Georgia

- Arranged meetings with senior management.
- Communicated with and updated relevant department heads regarding day-to-day issues.
- Successfully worked to strict deadlines.
- Receive, direct and reply telephone messages.
- Provide word-processing and secretarial support.
- Type confidential documents on a word processing system using a range of office

- software, including email, spreadsheets and databases.
- Managing filing systems; organizing the office layout and maintaining supplies of stationery and equipment.
- employee relations .
- company employee and community communication.
- Manage and control personnel-related changes, produce a variety of administrative reports.

Tour Operator

02/2015 to 10/2015

Travel Company "Golden Tours"

Tbilisi, Georgia

- Plan and arrange tour packages, excursions, and day trips.
- Find fare and schedule information
- Calculate total travel costs
- Book reservations for travel, hotels, and special events, such as tours and excursions
- Inform clients about what their trip will be like, including giving details on required documents, such as passports or visas
- Give advice about local weather conditions, customs, and attractions
- Make alternative booking arrangements if changes arise before or during the trip

Customer Service Officer

11/2014 to 01/2015

Hypermarket , Carrefour

Tbilisi, Georgia

- Analyze customer wants, needs, and behaviors through surveys, usability studies in person interviews, and other research in customer experience.
- Ensure that all calls to the Customer Service Centre are dealt with promptly, in line with agreed standards and targets.
- Establish, develop and maintain effective working relationships with all work colleagues to ensure a one team approach to the delivery of the Customer Service Centres performance standards and the business objectives.

Reception clerk

11/2013 to 11/2014

Hypermarket , Carrefour

Tbilisi, Georgia

- receptionist may include answering visitors enquiries about a company and its products or services, directing visitors to their destinations, sorting and handing out mail, answering incoming calls. offices may expect the receptionist to serve coffee or tea to guests, and to keep the lobby area tidy.
- expected to possess in order to do the job successfully include attentiveness, a well-groomed appearance, initiative, loyalty, maturity, respect for confidentiality and

- discretion, a positive attitude and dependability. At times, the job may be stressful due to interaction with many different people with different types of personalities, and being expected to perform multiple tasks quickly.

Cashier

05/2010 to 11/2013

Hypermarket , Carrefour

Tbilisi, Georgia

- Receive payment by cash, check, credit cards, vouchers, or automatic debits. Issue receipts, refunds, credits, or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.

Skills



Activity, Diligence, Excellent communication, Teamwork ability, High sense of responsibility, Ability to work with several, Strong administrative and organizational skills, Enthusiastic and committed.

Education



Georgian - European University

Bachelor's

Faculty of Business and Administration. Degree of Bachelor of Business Administration in Tourism

Tbilisi, Georgia

09/2009 to 09/2012

Additional Information



Languages

- English -B1