

Super Petr

27.06.1971 (47 years)

United Kingdom of Great Britain and Northern Ireland, England, London

+ 44 111 111 1111

super.petr@talentmap.ru

<https://www.facebook.com/kartatalanta?ref=hl>



Summary

At one point in my life I've decided to dedicate my career to hospitality industry. After few "trial runs" I found that my talents fully bloom when I am working with people. And so I work in HR! Today hospitality is my passion, my life, my career.

Education

- 2004, Glion Institute of Higher Education; MS in Hospitality and Human Resource, Masters - MA/MS
- 1996, Center of additional education "Nika", Bachelor - BA
- 1994, Moscow University of Foreign Languages, Bachelor - BA

Additional education

- 2011, Social Network Recruiting
- 2009, Building successful HR Brand
- 2007, Changes in Labor Law in RF
- 1999, Recent changes in employment related documentation in RF
- 1997, Interviewing process
- 1996, Recruitment for executives
- 1995, How to sell direct

Total experience

HR management	13 years 7 month
Managing a Department or a Business Unit	4 years 2 month
Sales	3 years 1 month
Recruitment	2 years
Hotel front-end staff	10 month

Language skills

English language (Native language or I can speak as a native speaker with barely noticeable accent.);

Russian language (Native language or I can speak as a native speaker with barely noticeable accent.);

French language (I perfectly understand oral speech, and I can speak fluently, but sometimes I have to recall "difficult" words. I read and write well.);

German language (I understand oral speech a bit, but it's hard for me to speak. I understand the meaning of any written text, I use dictionary to translate difficult words. I can write a simple letter by myself.);

Salary expectations

5 000 USD

Employment history

March, 2009 — Current date **Korstor Hotel**
9 years, 12 month
Russian Federation, Moscow
Hotels | Restorants

HR Manager

Managed operation of an HR department of a 4-star hotel. 153 rooms to choose from, free Wi-Fi and panoramic views of San Martos. There are several restaurants and bars.

Tasks / KPIs

- Managed the regular and individual assessment of the personnel
- Managed probation and New Employee Orientation processes for newly hired employees
- Searched for candidates for positions of middle and Top level, assessed fitness for a role and selected those who fit the best (3-5 hires per month)
- Developed several systems of training that has resulted in reducing of turnover of staff (2-3 trainig programs a month; annual turnover below 8%)
- Managed the HR Department (5 heads) - HR generalists (2) - Rceruiter - Trainer - C&B specialist

Measurables

Managed budget — **\$15 000 a month**
Size of managed team — **5 people**

February , 2005 — February
, 2009
4 years **Mansoon Group**
Russian Federation, Moscow
Hotels | Restorants

HR director

Organized and Directed HR department of hospitality and gaming company (2 hotels, 3 casinos)

Tasks / KPIs

- Consulted and advised senior management on HR issues - Organizational structure and Headcount planning - Executive recruitment, hiring and deployment - Employee evaluation and development - Expatriate employment / Relocation - Labor disputes
- Directed HR aspects of initiatives of the Group in Russia, in particular: - Development of grading and C&B structure - Setting up employee services business group, including HRM automation - Initial staffing of projects - Budgeting of payroll and other HR related expenses - Employment termination upon project completion
- Established and managed administrative and operational support group (3 employees)
- Re-structured and managed HR department (5 employees): HR generalist (3); Trainer; Recruiter;

Measurables

Managed budget — **\$30 000 a month**
Size of managed team — **8 people**

April, 2004 —
October, 2004
6 month

The Ritz-Carlton
France, Ile-de-France, Paris
<http://www.ritzcarlton.com/>
Hotels | Restorants

HR Generalist

* Internship during study

Tasks / KPIs

- Support salary administration and performance managements processes (annual and ad-hoc compensation process and practices, performance appraisal tracking, salary adjustments, promotions, spot awards payments/tracking)
- Maintained and updated HR related data to ensure accurate employee records, reporting and compliance
- Supported internal and external recruitment processes as well as other activities that underpin successful recruiting (e.g. new hire activation)

Measurables

Managed budget — \$3 000 a month

May, 2003 —
September, 2003
4 month

Savoy
United Kingdom of Great Britain and Northern Ireland, England, London
<http://www.fairmont.com/savoy-london/>
Hotels | Restorants

Recruiter

* Summer internship

Tasks / KPIs

- Coordinated all on boarding requirements as required including, background and drug screening, start/end dates, security protocol and other specific requirements.
- Mantained company booth ath the HoReCa Carers 2003 career fair
- Sourced and screened candidates for positions for all hotel functions

Measurables

Managed budget — \$5 000 a month

February , 2002 —
November, 2002
9 month

The Ritz-Carlton
Austria, Vienna
<http://www.ritzcarlton.com/>
Sales | Distribution | International trade

Front desk specialist

* internship

Tasks / KPIs

- Performed front desk/receptionist duties, including: - Making reservations for guests. - Checking guests in and out of their rooms. - Taking payments. - General handling of money.
- Calling and answering any general questions pertaining to reservations or the hotel.

May, 1998 —
December, 2000
2 years, 7 month

Hotel Central
Russian Federation, Nizhniy Novgorod
Hotels | Restorants

HR department manager

Tasks / KPIs

- Recruitment of all new hires for both the hotel and restaurant
- Administration of all workers' compensation claims
- New employee orientation
- Submitted weekly payroll records for a staff of approximately 140
- Attended unemployment hearings
- Ran background checks and called the courts to verify information

Measurables

Managed budget — \$5 000 a month
Size of managed team — 3 people

October, 1996 —
April, 1998
1 year, 6 month

Megapolis
Russian Federation, Nizhniy Novgorod
HR services

Manager of a recruitment department (sales, retail)

Tasks / KPIs

- Implemented recruitment plans for clients to maintain involvement in the ultimate hiring goals.
- Successfully managed a team of 3 recruiters
- Supported clients by assisting with attrition strategies
- Interviewed and Tested applicants to evaluate their qualifications for their roles

Measurables

Generated sales — \$15 000 a month
Managed budget — \$5 000 a month
Size of managed team — 3 people

March, 1995 —
September, 1996
1 year, 6 month

Bear Trading
Russian Federation, Nizhniy Novgorod
Sales | Distribution | International trade

Supervisor

Tasks / KPIs

- Communicated with customers face to face and on the phone and dealt with customer issues, concerns and complaints courteously, sympathetically and efficiently.
- Placed stock orders
- Processed plumbing and heating product orders and enquiries
- Supervised team of 5 sales representatives

Measurables

Generated sales — \$15 000 a month

Size of managed team — 5 people

September, 1993 —
February, 1995
1 year, 5 month

Bear Trading

Russian Federation, Nizhniy Novgorod

Sales | Distribution | International trade

Sales representative**Tasks / KPIs**

- Liaised with drivers to determine delivery schedules.
- Processed customer orders and enquiries
- Took ownership of customer complaints and issues and resolved problems effectively and efficiently

Measurables

Generated sales — \$5 000 a month