

Tolgonai Nadyrbek kyzy

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Work Experience

Temelsu International Engineering Services Inc.

Kyrgyz Republic; 07/2020 – 06/2021

Project Translator / Technical Interpreter

- As project translator/ technical interpreter of Issyk-Kul Wastewater Management Project I performed simultaneous interpretation during meetings, site visits, conferences, public consultations (English – Russian – Kyrgyz – Turkish), oral and written translation in the field of engineering (water supply and sanitation sector), as well as managed daily office operations.

Brief information about the project:

The Government of the Kyrgyz Republic is implementing significant reforms in the water supply and sanitation sector. These strategic directions were defined in the context of national development and tourism in Issyk-Kul as a priority component of the economic development of the region and included in the National Development Strategy of the Kyrgyz Republic for 2018-2040 and the Program for the Development of Drinking Water Supply and Sewerage in Settlements of the Kyrgyz Republic until 2026.

The Issyk-Kul Wastewater Management Project will improve wastewater services in two lakeshore cities on Issyk-Kul lake, in the eastern region of the Kyrgyz Republic. It will upgrade and expand the existing wastewater systems, build institutional capacity, and strengthen the sustainability of the water supply and sanitation utilities in Balykchy and Karakol cities.

Park Hyatt Abu Dhabi Hotel & Villas

United Arab Emirates; 09/2018 – 04/2020 and 07/2021 - 12/2022

Team Leader - Front Office/ Manager on duty (acting)

- Assisting AFOM/RDM in efficient running of the daily Front Office operation with a strong focus on arrival/departure experience of individual, corporate and group travelers as well as handling of guest feedback in close collaboration with other departments
- Covered morning, evening and night shifts on a rotating basis
- Night shift duties included reviewing and updating end-of-day reports, credit risk, conducting the night audit, and creation of daily reports for EXCOM and owners
- Under the supervision of RDM/AFOM handled VIP guests, government delegations and groups (handling room assignments, group arrival/departure, group memo's, invoicing, and ensuring bill accuracy)
- Responsible for conducting pre-shift briefings and trainings, ensuring team members deliver brand promise and provide excellent service
- Ensuring team members have a current knowledge of all room categories, room rates, packages, promotions, local area and other general product knowledge necessary to perform their duties
- Following up and replying to feedback received through Medallia in Russian language
- Being in charge of upsell project in year 2019 - 2020 contributed in achievement of total USD 244 thousand upsell revenue, with a conversion rate of 5%

Park Hyatt Abu Dhabi Hotel & Villas

United Arab Emirates; 06/2016 - 09/2018

Guest Services Officer – Front Office

- Ensuring each guest receives an outstanding service by providing a friendly environment, responsible for check in and out of guests, handling all cash and credit transactions
- Maintaining a solid product knowledge, addressing guests' service inquiries in an accurate and timely manner
- Handling bookings, amendments, cancellations (using reserve system)
- Efficiently and professionally handling telephone calls, operating multiline telephone system
- In charge of monthly requisition using Birchstreet/Scala, controlling inventory of the department

City Hotel Bishkek

Kyrgyz Republic; 09/2015 - 06/2016

Team Leader – Reservations Department

- Under the supervision of the GM managed reservations department of a 48 - room business oriented hotel
- Processed reservations, amendments, cancellation requests, managed inventory on extranet (Booking Com, Amadeus, Expedia)
- Managed all business from inquiry to completion including proposals, contracts, rate negotiation, ensuring bill accuracy

- Handled site inspections, managed conference organizations (seating arrangements, negotiation of menu for coffee breaks/lunches, provision of technical equipment)

City Hotel Bishkek

Kyrgyz Republic; 06/2014 - 09/2015

Guest Services Officer

- Handled check in and out of guests, handled all cash and credit card transactions
- Handled room assignments, telephone calls, email correspondence with guests, coordinated tasks between departments and staff to ensure guests' enquiries and needs are fulfilled
- Provided secretarial, technical and administrative support when required

Kilikya Palace Grand Hotel

Turkey; 05/2013 - 11//2013

Intern - Rooms division

- Front Office internship with 1-month cross exposure in Food and Beverage

Education

09/2011 - 06/2015; Kyrgyz Republic	International Kyrgyz - Turkish Manas University, Bachelor of Science in Translation and Interpretation
09/2009 - 06/2010; Colorado, USA	Evergreen High School
09/2005 - 07/2011; Kyrgyz Republic	International Kyrgyz - Turkish Talas High School

Certificates

- Employee of the month "September", " March" 2022, Park Hyatt Abu Dhabi Hotel and Villas, UAE
- Standard First Aid, CPR and AED certified by American Heart Association (2019, Abu Dhabi, UAE)
- TSA Solutions Upsell training certified (2019, Abu Dhabi, UAE)
- Certified for the successful completion of the "Turkey Internship award -2013" (2013, Antalya, Turkey)
- Recipient of a full scholarship in International Kyrgyz-Turkish Manas University (2011, Bishkek, Kyrgyzstan)
- Certified for the successful completion of AYUSA International High School exchange program at Evergreen High School (2010, Colorado, USA)
- Certified by the U.S. President's Council on Service and Civic Participation and given the "U.S. President's Volunteer Award of 2010" (2010, Colorado, USA)
- Certified for Participation in Civic Education Workshop in Washington D.C. (2010, Washington, USA)

Skills

IT-Skills	Opera PMS, Colleague Advantage, Reserve, HotSOS, Birchstreet, AutoCAD, MS-Office (Word, Excel, Power Point, Outlook)	
Languages	English	Bilingual proficiency
	Russian	Bilingual proficiency
	Turkish	Bilingual proficiency
	Kyrgyz	Native

References

Andrew Karakuts - Rooms Division Manager, Hyatt Regency Sofia, andrew.karakuts@hyatt.com

Murat Tunca - Team Leader, Temelsu International Engineering Services Inc., murat.tunca@temelsu.com

Natalia Manchenko - Translator, Temelsu International Services Inc. , tash1001.nm@gmail.com