

# Olga KOVSHANOVA



MBA, MA

Wondrous [Bangkok](#) Thailand

d/o/b: 18 July 1983

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## Managerial Position in Hospitality

Quatre-lingual (Russian, English, French, Thai), experienced, highly presentable, responsible, self-motivated, practical, dynamic, dedicated and organized

### PROFESSIONAL EXPERIENCE

**Nov 2013 – Present** [Asia World Enterprise](#) (Thailand)

#### Director of Sales and Marketing

- Profitably managed 60% growth in total business during last two years
- Implemented CRM and production tracking systems in Sales & Marketing Department which resulted in an improvement in sales performance and customer relation
- Successful training and developing of an multinational team of Sales Manager and representatives
- Directing issue of new brochures, newflashes and monthly newsletters
- Addressing various critical issues.

**Mar 2013 – Jul 2013** [Compass Hospitality Company Limited: The Eugenia](#) (Thailand)

#### General Manager

- Commenced developing:
  - Relationships with Bangkok organizations. First conference booking confirmed.
  - LGBT market. 100% barter banner on [www.fridae.asia](http://www.fridae.asia) + e-mail blasts to 128,000 members.
  - Partnerships with Bangkok women's international organizations. First booking with AWA.
  - Contacts with Bangkok's International Embassies both for events and accommodation.
  - Russian/CIS, Eastern market and prepared needed marketing material.
  - Partnership with USA, French, UK markets, as well as world travel wholesalers.
- Implemented guest satisfaction tools and procedures.
- Addressed various critical maintenance issues.
- Implemented various F&B programs.
- Obtained TripAdvisor Certificate of Excellence award 2013.

**Sept 2010 – Feb 2013** [Starwood Hotels: The Grand Mauritian & Le Meridien](#) (Mauritius)

#### Destination Sales & Guest Relations Manager for Russia, CIS & Eastern Europe

Raised the CIS & Eastern Europe market share 223% which brought in more than half a million euros in room sales alone plus about a like amount in F&B, extras, etc.

**Jan – Aug 2010** [Boracay Beach Club](#) (Philippines)

#### Director of Sales and Marketing

Achieved unprecedented occupancy of 70% during low season.

**Dec 2008 – Dec 2009** former [Radisson Hotel Bangkok](#), (Thailand) currently [Golden Tulip Sovereign Hotel Bangkok](#)  
**Front Office Manager**

Trained staff and thus gained a 6% raise in Medallia Guests' Satisfaction Ratings.

**Dec 2007 – May 2008** [L'Arboisie de Château et Résidence à Megève](#) (France)

#### Front Office Executive Responsible for Russian Clientele

Participated in opening team with a 95% opening occupancy rate.

July – Nov 2007 [Warwick Westminster Opéra Hotel](#) (Paris)

**Intern in the Sales Department**

Assisted in reorganization of Russian Sales which resulted in a raise in Russian Market Share.

July – Nov 2006 [The Ritz Hotel](#) (Paris)

**Receptionist**

Helped in updating Front Desk which led to speedier guests services.

**EDUCATION**

- 2012 [Certificate in Hospitality Marketing](#)  
[Certificate in Hospitality Management](#)  
[Certificate in Financial Management](#)  
[Cornell University](#)
- 2012 [General Manager 101](#)  
[American Hotel & Lodging Educational Institute](#)
- 2012 [MARKETING 3.0](#)  
[Professor Philip Kotler, Kellogg School of Management](#)
- 2011 **Sales Orientation Training**  
[The Grand Mauritian Resort & Spa](#), [Luxury Collection](#), [Starwood Hotels](#)
- 2009 **Managerial Train-the-Trainer**  
(former) Radisson Hotel Bangkok, currently [Golden Tulip Sovereign Hotel Bangkok](#)
- 2006 - 2007 **Masters in Business Administration** Major: Hotel Management and Marketing  
École Maxim's internationale de Paris ([Groupe ICOGES](#)) with favorable recommendation
- Market research:  
- Thesis: "[The Development of the Russian Luxury Tourism Market in Parisian 4 and 5 Star Hotels](#)"  
- Study "[Chain Hotels in St. Petersburg, Russia](#)"
- 2006 **French Certificate of Tourism and Hotel Business** with favorable recommendation  
[Paris Chamber of Commerce and Industry](#)
- 2005 - 2006 **French language studies** with Introduction to Tourism and Hotel Business  
[Institut Catholique de Paris](#)
- 2000 - 2005 **Honors Masters of Arts as a Teacher and Speech Therapist**  
[Gerzena Teachers' University](#) (St. Petersburg, Russia)
- 1990 - 2000 **Honors High School Diploma**  
School № 283 (St. Petersburg, Russia)

**LANGUAGES**

<b>Russian:</b>	Native speaker	<b>English:</b>	Fluent
<b>French:</b>	Fluent	<b>Thai:</b>	Elementary

**COMPUTER SKILLS**

- Opera, Fidelio, Amadeus
- Office 2010 (Word, Excel, PowerPoint, Access), Adobe Reader, Photoshop, DreamWeaver, FineReader, I.E., FireFox
- Web-design

**OTHER**

- Speaker and active member of International Travel Meetup group
- Founder of Hotel Professionals Worldwide LinkedIn Group with over 1,800 members
- Participant of WTTC (World Travel & Tourism Council) Global Summit 2017
- Sustainability for Tour Operators & Travel Agents Certificate (2017) from Travelife
- Volunteer as English Language Teacher at local community Kaenthong Upatham School
- Cultural exchange, travel, art, theatre (acting classes 2 years), Music (Classical and Jazz), Sport (Badminton, Tae Kwon Do, Yoga)
- International Driver's License, Russian

**AFFILIATIONS**

- [American Hotel & Lodging Association](#) N° 771751

**REFERENCES**

- Upon request