



## CURRICULUM VITAE

**YANA Zhanovna KOZBAGAROVA**

**ITALIAN nationality**

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**MOTHER TONGUE RUSSIAN**

### **OTHER LANGUAGES**

**ENGLISH** - excellent written and spoken -  
TOEFL score 510 -dated 1997 (min score 200- max score  
677)

**ITALIAN** - excellent written and spoken

### **EDUCATION AND TRAINING**

**Sept. 2017- present**

**Master in Interpreting for languages: Italian and Russian  
at SSIT Interpreters and Translators School (Pescara, Italy)**

**October 2017**

**Master in Sectional Translation: TOURISM/LEGAL and  
COMMERCIAL/TECHNICAL for languages: Italian and  
Russian at SSIT Interpreters and Translators School  
(Pescara, Italy)**

**Feb. 2003 -May 2003**

**French language course attended at Saint-Louis de France  
Cultural Center (Rome, Italy)- certificate of a visiting  
student**

**Feb. 2003- May 2003**

**Spanish language course attended at Cervantes Institute  
(Rome, Italy)- certificate of a visiting student**

**Sept. 1997- Nov. 1998**

**Advanced Italian Language and Culture course attended at  
Dante Alighieri Institute (Rome, Italy)- certificate of a  
visiting student**

**Sept. 1997- Dec. 1997**

**Principles of Management course attended at John Cabot  
American University (Rome, Italy)- certificate of a visiting  
student with Grade 5 C+**

**July 1997- August 1997**

**Italian language and Culture course attended at  
Michelangelo Institute (Florence, Italy)- certificate of a  
visiting student**

**Sept. 1989-May 1993**

**Bachelor Degree in Foreign Languages at East-Kazakhstan  
University**

## WORK EXPERIENCE

Nov. 2008- present Outstanding Accounts Executive at Hotel Bernini Bristol (Rome)- SINA SPA, [www.sinahotels.com](http://www.sinahotels.com)

### MAIN ACTIVITIES

to maintain up-to-date activity on payment information for all outstanding hotel accounts/to manage clients payment complaints and to prepare credit notes/to prepare balancies ("prima nota cassa") for accounts paid/to control outstanding accounts invoices issued daily/ensuring accurate follow up and communication on all accounts internally to reservations, accounting and sales and marketing departments/together with the General Manager to participate in credit payments strategies;

### SUPPORTIVE ACTIVITES

to translate in russian language for company website (2012-2013)/to interpret for clients (italian-russian) (up to present) to translate company restaurant menu in russian language (2012-2013)/ selling the hotel and other company hotels on Russian and Kazakh markets in collaboration with the Embassy of Kazakhstan/ to manage and arrange site inspections and educational for russian travel agents in line with business needs (up to 2015)/ to monitor the solvency of big russian Tour Operators/ to support reservation department as per the company needs (up to 2014);

April 2004- Oct.2008 Front Desk Agent at Hotel Bernini Bristol

Sept. 2003- March 2004 Guest Relations Executive at Hotel Bernini Bristol

### MAIN ACTIVITIES

to ensure that the guest satisfaction is constantly obtained and maintained/ to set up and maintain a high level of personal service and guest recognition, with particular attention to VIP's and amenities/ to ensure quality of data is maintained within the property management system enabling accurate guest history and sales information/ rooms assignment and group-individual bookings controlling/ to follow up the guest complaints/to manage site inspections/ to represent and promote the quality image of the company at every opportunity;

March 2000- Feb. 2002 Front Desk Clerk at Hotel Bernini Bristol

Jan. 1997 - July 1997 Teacher of English Language at East-Kazakhstan University in Mathematics and Physics Faculties, (Oskemen, Kazakhstan), [www.vkgu.kz](http://www.vkgu.kz)

June 1996- Dec. 1996 Secretary and Translator-Interpreter of English Language at Renco Spa (Almaty, Kazakhstan), [www.renco.it](http://www.renco.it)

July 1993- Dec. 1995 Secretary and Translator-Interpreter of English Language at Fintraco Insaat ve Taahhut A.S. (Almaty, Kazakhstan),[www.secretcv.com](http://www.secretcv.com)

**PERSONAL SKILLS**

excellent written and verbal communication and teamwork skills gained through my experience as outstanding accounts and guest relations executives;  
strong organisational and managerial skills gained as Secretary and Translator at Renco Company;

**COMPUTER SKILLS**

good command of office suite Micros Fidelio and Opera/  
Word/ Excel

**OTHER SKILLS**

playing piano  
1981 - 1986 Music School Study  
Diploma in Piano

**REFERENCES**

Georges Midleje, General Manager  
c/o Renaissance Tuscany il Ciocco Resort &Spa  
+ 39 0583 7691 via G. Pascoli 55051 Barga (Lucca), Italy;

Daniele Carta, General Manager  
c/o The First Luxury Art Hotel Roma  
+39 0645617070 Via del Vantaggio, 14 Rome, Italy

Enrico Costa, Managing Director  
c/o Synergy International Italy Srl  
P.za di Sant'Andrea della Valle, 3 Rome, Italy  
[enricocosta@synergyinternational.eu](mailto:enricocosta@synergyinternational.eu)

I hereby authorize to process my personal data under the Legislative Degree 196/2003

*Laura Lombardero Lhonore*