**POLINA PAPLAUSKIENE**

**15 may 1987**

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**cellular: +370 66863702**

**EDUCATION:**

1. **Moscow State University of Radio Engineering, Electronics and Automation** – Sep 2004 - Jul 2009 – Diploma in Economy/Finance and Credit
2. **Amadeus Russia** – Oct 2011 – Airline ticketing – Certificate
3. **Reception Academy London** – Mar 2016 – Telephone handling skills – Certificate

**EMPLOYMENT EXPERIENCE:**

**LAST POSITION:**

**Shop assistant/Shift supervisor**

March 2017 - March 2019

**London Clothing Company, Cyprus**

Main Responsibilities:

* Greeting customers who enter the shop
* Stock control
* Assisting shoppers to find the goods and products they are looking for
* Being responsible for processing cash and card payments
* Merchandise
* Answering queries from customers
* Reporting discrepancies and problems to the manager
* Giving advice and guidance on product selection to customers
* Balancing cash registers with receipts
* Dealing with customer returns
* Keeping the store tidy and clean
* Attaching price tags to merchandise on the shop floor
* Responsible for security within the store and being on the look out for
* shoplifters
* Receiving and storing the delivery of large amounts of stock
* Keeping up to date with special promotions
* Dressing displays, windows and mannequins

**PREVIOUS EXPERIENCE:**

1. **Quality Department Officer/Telephone operator**

Mar 2016 – Dec 2016

**NOVOTEL, Moscow, Russia**

Main responsibilities:

* Answering and transferring of incoming calls
* Management of incoming and outgoing mail in a profession manner
* Responding to customer reviews on advertising sites
* Taking messages
* Assisting guests
* Provide any information about the hotel
* Preparation reports for the head of the department
* Providing administrative support to the office
* Training of new staff

1. **Passenger service agent**

Apr 2008 – Sep 2015

**I-SEC Russia (Main client – DELTA AIRLINES)**

**Sheremetyevo Airport, Moscow, Russia**

Main Responsibilities:

* Greeted and assisted all customers
* Verified documentation (passport and legal entry documents)
* Issue boarding pass and check-in passenger baggage
* Monitored carry-on baggage for size and quantity
* Assisted customers with special needs unaccompanied minors and seniors with special help
* Direct passengers to immigration office and/or departure gates
* Announced and provided information on arrival and departure times, boarding procedures, gate changes, and carry-on regulations.
* Boarded and deplaned flights, and escorted passengers, including disabled passengers and unaccompanied minors, from aircraft.
* Assigned seats at the gate
* Deliver flight release to crew, record baggage/passenger counts, and reconcile all counts/weights with crew
* Sale and booking tickets
* Ticketing changes, re-booking, and special service requests
* Collect payment for excess baggage
* Assistance to representatives of the airline company at the airport
* Handle lost and found baggage
* Meet and assist crew and passenger at the terminal
* Supervision the flight handling of all the airport services
* Work with documentation after the departure of the flight
* Control and management the list of services: [Flight permit and slot coordination](http://www.rusaero.aero/eng/services/document74.shtml), [Navigational support](http://www.rusaero.aero/eng/services/document149.shtml), [Ground handling](http://www.rusaero.aero/eng/services/document334.shtml), [Fuel](http://www.rusaero.aero/eng/services/document75.shtml), [Immigration & Customs](http://www.rusaero.aero/eng/services/document337.shtml), [VIP and business lounges for passengers](http://www.rusaero.aero/eng/services/document340.shtml), [Catering](http://www.rusaero.aero/eng/services/document335.shtml), [Hotel Accommodation](http://www.rusaero.aero/eng/services/document336.shtml), [Crew transfers](http://www.rusaero.aero/eng/services/document338.shtml)

**LANGUAGES:**

English - Verbal and written communication skills

Russian - Native Language

Lithuanian – Beginner Level

**DRIVING LICENCE: B**

**COMPUTER:**

MS Office, E-mail, Internet.