

Valeriia Smirnova

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About me:

A proactive **Masters in Hospitality and Tourism Management** student with excellent adaptability, discipline and communication skills, as well as passion for teaching.

Appeared on the Dean's list, graduated with distinction, gained fluency in English through academic and work experiences in an english-speaking country. Recently completed a 120-hour **TEFL** course.



Education

31 AUG 2018 – 7 JUN 2022 Kamloops, Canada

Bachelor's degree in Tourism Management

THOMPSON RIVERS UNIVERSITY

Major Concentration: Innovation & Entrepreneurship

Final Grade: 3.78

31 AUG 2023 - PRESENT Lisbon, Portugal

Master's degree in Hospitality and Tourism Management

ISCTE UNIVERSITY

Currently writing a Master's thesis on wine tourism in Portugal



Work Experience

27 SEP 2021 – 01 AUG 2023

Kamloops, Canada

Front desk agent **Accent Inns Hotel**

- Made guests feel welcome
- Provided tasks for the housekeeping team
- Informed guests about the hotel and its amenities
- Ensured guests' positive experience with the hotel
- Successfully trained multiple new employees



Honours and Awards

- Appeared on the Dean's list
- Graduated with Distinction
- Received a **Delta Award** - an award provided by Delta Hotel in Kamloops for tourism students at Thompson Rivers University excelling in their academic performance (25 Apr 2022)

Relevant Skills

- Adaptability
- Empathy
- Teamwork
- Communication
- Proficiency in English

Languages

- English (fluent)
- Russian (fluent)
- French (Intermediate)

References

Lydia Wolfe

General Manager

Accent Inns Hotel Kamloops

lydia@accentinns.com