

# ELEONORA CARANDANTE



## Address

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## Profile

A result oriented self-starter with excellent creative skills, flexible and effective communicator, with rich international experience, problem solver, able to focus on solutions, proactive, always challenging to reach high outcomes.

## Career Objective

To seek a suitable challenging position with an organization that has the vision and potentials for development, growth and expansion, and at the same time maintain a high standard of performance and business ethics.

## Experience

*Travel Agent, Air World Travel SVC Inc., Miami, The U.S.A — Apr.'10- July'12*

- Customer Relations
- Responsible for bookkeeping, stocktaking, and other administrative duties assigned
- Responsible for partnership deals and communication, and other duties concerning stakeholders.

*Director and CEO, The center of self improvement and psychology, Almaty, Kazakhstan— June'07-Sept.'10*

- Coordination of the staff, administrative, managerial and financial duties.
- HR responsibilities
- Marketing initiatives
- Event planning

*Sales Manager, Trading Distribution Company (BTI), Almaty, Kazakhstan— Jan.'02-Sept.'07*

- Welcoming, meeting and assisting the customers.
- Responsible for providing assistance and being continual source of information to all customers and stakeholders on product details.
- Responsible for taking immediate actions to all special customers requirements and requests etc.
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*Office Manager, Real Estate Company, Almaty, Kazakhstan — Dec.'97-Oct.'01*

- Acquired new businesses and customers by handling enquiries effectively, follow up on customers requests and complete customer satisfaction
- Maintained and exceeded the standards of customer service excellence by resolving customer complaints to ensure complete customer satisfaction
- Responsible for preparing contracts
- Inventory Management
- Preparing weekly, monthly, quarterly, and yearly reports for the management.
- Responsible for invoicing, stocktaking, setting price tags and other administrative duties as assigned.
- Arranging and managing deliveries to the customers.
- Responsible for the documentation inventory.
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## Education

Sepr.'98-May'01, **Almaty Government University**, Almaty Kazakhstan — *Diploma of Higher Education - The Faculty of Law.*

Sepr.'92-March.'97, **Kazakhstan National Government University**, Almaty Kazakhstan — *Diploma of Higher Education in Political and Psychology Department.*

## Skills

Analytical skills and decision making, problem solving; effective communicator with great interpersonal and presentation skills; self-efficacy, open-minded and work well in a team; eager to learn and develop; creative mindset; rich international and multicultural experience; high emotional intelligence; attentive to details, accurate and thorough; adaptable to changes in work environment; able to cope with stress and work under pressure.

IT: Microsoft Office (Word, PowerPoint, Excel); Operational systems: Windows; Social Media Tools;

Languages: *Russian* - Native or bilingual proficiency; *Kazakh* -Intermediate proficiency; *English* - Upper Intermediate proficiency; *French* - Intermediate proficiency