



# MARIAM PKHAKADZE

## INFO



### Name

Mariam Pkhakadze



### Address

Via Arnaldo Vassallo #3  
Milano, Italy 20125



### Tel

3791904025



### Mail

mariam\_pkhakadze@yahoo.com

## LANGUAGES

Georgian *Native*

English *Full working proficiency*

Russian *Full working proficiency*

Italian *Basic currently studying*

## IT SKILLS

MS Office

Alta-BANK 2000

Opera hotel  
managing software

HTML



## WORK EXPERIENCE

2017-2018

**Adjara Group Hospitality**

(Holiday Inn Tbilisi, Rooms Kazbegi)

*Sales & Marketing Department: Individual Reservations  
Executive; Travel Specialist*

To take into account the requirements and specifications of the guests and their representatives (travel agency, company), offering rapid solutions and providing exceptional service therefore maximizing of sales; providing detailed information regarding upcoming events throughout the country; considering law seasons, offering promotional deals for making potential customers more interested, accordingly keep monthly revenue increasing; Monitoring monthly revenue and comparing to the financial indicators of the previous year, so that to increase profitability. Monitoring of the reservations for final accounting; Weekly reporting with the head of the Marketing & Sale Department

2014-2017

**JSC "BASIS BANK"**

*Retail Lending Administrator*

Administration of approved loans; Preparation of loan agreements and supply relevant department with it; To verify the coincidence of terms between loan registered in program and credit committee approved protocol; Authorization of registered loans ; If necessary deduct administrative expenses from the customer's account.

2013-2014

**JSC "BASIS BANK"**

*Client Service Manager*

Consult customers about banking products and services; To open a various types of accounts for the customers ;Processing loans and credit card applications ; To make all kind of banking transactions (national currency and foreign currency, to activate remote services for customers); Full service of international bank cards (credit and debit)

2011-2012

**National Assessment and Examination Center (NAEC)**

*School exams observer*

Organize students, the exam attributes and to keep technical equipment and program mobilized. The follow up of the school exams To eliminate failures in the shortest possible time. To sort and seal all the documents.

2011-2012

**Ultimatus Services**

*English costumer service operator*

Offer new products to pre-selected customers and to assist them in placing an order on web site. To advice customers about products and services. Daily reporting of the results of customers calls



## EDUCATION

2018 -present

**Università degli Studi di Milano**

*MS in public and corporate communications*

2009-2013

**Ivane Javakhishvili Tbilisi State University**

*Faculty of Economics and Business*

*Bachelor Degree of Business Administration*

1996-2009

**LEPL -Tbilisi G. Ramishvili Public School N 20**