



## PROFESSIONAL SUMMARY

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- Engaging Tour Guide bringing demonstrated communication and relationship-building skills. Successful at engaging groups with fun, informative talks. Focused on delivering memorable experiences and increasing word-of-mouth referrals.
- Hardworking Sales Manager focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success.

## SKILLS

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- Prioritization
- Planning
- Customer engagement
- Customer relations
- Verbal and written communication skills
- Research
- Guest relations
- Motivation

## EXPERIENCE

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### **Tour Guide, Self-employ**, Sep 2019 - Current, Kutaisi, Imereti

- Engaged in friendly conversation with guests to help each feel comfortable and welcomed.
- Learned important facts about facilities, histories and local area to offer guests exceptional experiences.
- Prepared personalized tours by researching the client's topics of interests and the history of related locations.
- Handled all the administrative and financial needs of each tour, including selling tickets and documenting attendance.
- Greeted individual guests and groups to set positive, professional tone for tours.

### **Private Tutor, Self-employ**, Sep 2019 - May 2020, Kutaisi, Imereti

- Helped students to define and plan academic goals and milestones to support progress.
- Collaborated with students, teachers and parents to determine student needs and develop tutoring plans.
- Worked with students to increase knowledge retention and improve study skills.
- Helped with academic performance and exam preparation through private instruction sessions.
- Used online learning platforms to develop lessons, post assignments and communicate with students.

**Guide, Agency of Protected Areas** , May 2018 - Sep 2019, Tsqastubo, Imereti

- Engaged in friendly conversation with guests to help each feel comfortable and welcomed.
- Learned important facts about facilities, histories and local area to offer guests exceptional experiences.
- Delivered feedback to management to help improve tours and features for guests.
- Greeted individual guests and groups to set positive, professional tone for tours.

**Sales Manager, LTD Daxi** , Mar 2016 - Mar 2018, Kutaisi, Imereti

- Researched market trends and competitor performance to inform strategy.
- Used technology to build successful sales pipelines, manage prospects and run reports.
- Delivered sales presentations to highlight product and service benefits.
- Contacted customers to build trust and leverage consultative sales techniques.
- Handled performance management and compensation decisions to recognize and motivate employees.
- Cold-called prospective clients to build company offerings' awareness and interest.
- Determined price schedules and discount rates.

**Sales Consultant, Daily Grocery** , Feb 2015 - Feb 2016, Kutaisi, Imereti

- Guided customers through complex solutions across multiple product categories and services.
- Met aggressive sales volume and profitability goals through tenacious follow up and service.
- Helped drive positive customer experiences by building relationships, exhibiting empathy and providing solutions to needs.
- Followed up with customers to secure satisfaction, producing referrals and add-on sales opportunities.
- Maintained up-to-date knowledge about products and promotions.

**Promo Girl, Beeline**, Nov 2010 - Apr 2012, Kutaisi, Imereti

- Identified potential point of sales and pursued connections to convert customers.
- Completed accurate sales paperwork to facilitate timely deliveries to customers.
- Attended special promotional events to demonstrate products to customers.
- Answered questions about products and features.
- Trained new hires to give engaging product demonstrations.
- Stocked shelves with products.

## EDUCATION

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Certified guide	Jan 2020
<b>Georgian Association of Young Guides</b> - Kutaisi, Imereti	
Certification Exam in English Language and Literature ( B 2 Level)	Sep 2019
<b>Teacher Professional Development Center</b> - Kutaisi, Imereti	
Certification Exam in English Language and Literature ( B	
Bachelor degree in English language and literature	Jun 2016

**Akaki Tsereteli State University** - Kutaisi, Imereti

High School Diploma

**15 Public school** - Kutaisi, Imereti

May 2010