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**Khosiyat Tosheva (Ms.)**

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**Address:** Istanbul, Turkey

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|  **PERSONAL DETAILS** |

**Date of birth:** July 21, 1984

**Marital status:** Single

**Interests:**  Writing, travelling, poetry, dancing, photography, Yoga

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|  **CAREER HISTORY** |

**Feb 2020 – present NATIONAL FUEL CORPORATION LTD (Istanbul, Turkey)**

 **HR & Office Manager**

* Coordinating HR procedures of the Head Office and Shell Gas stations (4 stations)
* Coordinating daily/monthly attendance reports of all stations
* Office Management (procurement, handling organizational, technical requests, bookings, etc.)
* Supervising the Office Cleaning and Cooking Personnel
* Assisting to the CEO as a Translator / Interpreter when required (English/Turkish/Russian/Uzbek) during negotiations/meetings

**April 2022 – present GLOCCO**

 **Over-the-phone Interpreter/OPI for UK (*Freelance/Remote*)**

 ***Eng-Rus-Eng Languages***

* Accurately interpreting various subjects over the phone: medical, legal, financial, and others
* Remaining calm and neutral in stressful cases, demonstrating politeness and professionalism

**May 2019 – present SHAHINA BIZNES TRAVEL (**[**www.uzbek-travel.com**](http://www.uzbek-travel.com)**)**

 **Content Manager (*Freelance/Remote*)**

* Write and post original news and articles on the website 3 times a week
* Managing the social media accounts of the company (Instagram / Facebook)

**Oct 2022–April-2022 TURKEY EXPERT (** [**https://www.turkeyexpert.com**](https://www.turkeyexpert.com) **)**

 **English Content Writer (*Freelance/Remote*)**

* Search and collect necessary data about real estate projects and create an original informative & descriptive content / articles

**April 2018 – Apr 2019 EUROPEAN UNION Delegation to Uzbekistan**

**Administrative Assistant to Political, Press & Information Section:**

• Being a key point in organizing planned meetings with government authorities and international organizations for arriving delegations

• Providing full logistical support for the incoming and outgoing delegations of the EU office / mission preparation (contact with travel agencies, hotels & flights booking, interpreters etc)

• Organization of appropriate venues for meetings in / outside the Delegation; cooperating with catering companies, hotels etc.

• Assisting as an interpreter during meetings when necessary (English / Russian / Uzbek languages)

**Jan 2014 – Jan 2018 EMBROIDERY SHOP KOP (PA, USA)**

 **Store Manager (2 persons supervised):**

• Negotiations on designing, pricing & orders for the customers

 • Developing long-term business relations ensuring excellent service is provided

 • E-mail and phone correspondence with customers & suppliers

 • Stock Management **/** procurement

**Feb 2013-Jan 2014 BRITISH EMBASSY Tashkent**

 **Corporate Services Officer (3 persons supervised):**

• Estates management (managing the maintenance works in the houses, all necessary supplies, cooperating with landlords)

• Customer Support (Embassy Diplomats & local staff)

• Procurement of all necessary supplies for the Embassy, expats’ houses and the Residence / contracting with suppliers

• Events organization: negotiating with hotels, catering companies on the Embassy Receptions, QBP and others)

• Basic HR responsibilities (job announcements, documentation) Inventory of all the houses, embassy and residence,

• Back-up accounting (full accountant’s responsibilities)

**Aug 2011–Aug 2012 “TETRA PAK” Rep. Office in Uzbekistan**

 **Office & HR Administrator:**

• Local HR & PR responsibilities

•Arrangement of Visa support, hotel accommodation & transportation services for the employees of the company and its guests while travelling; Accreditation procedures

• Procurement / purchasing of necessary office supplies

• Basic accounting responsibilities

•Basic Marketing responsibilities, such as market research, competitors’ analyses, and monthly retail auditing

**March 2009–Aug 2011 “RAMADA BY WYNDHAM TASHKENT” (since pre-opening)**

 **Sales and Marketing Manager:**

• To introduce the new hotel in the market and hold promotional activities to attract maximum number of accounts and customers for accommodation, conferences, FB activities and others

• To establish contacts and hold face-to-face negotiations with high ranged companies’ heads and executive managers & report the activities directly to GM, in order to increase the room and conferences sales numbers

• To set objectives and draw-up new packages and promotion prices in order to increase the hotel occupancy and F&B activities sale

• To control and manage the organization of events and group accommodation, to ensure high quality service for the customers

• To draw up monthly / annual revenue and sales reports

**March 2007 – Mar 2009 Hotel "Dedeman Silk Road Tashkent"**

 **Sales Executive**

• To make face-to-face interviews with the travel agencies’ and companies’ executives and report the results to the Sales Manager, in order to increase the hotel services sales

• To review and evaluate the company and agency overnight stay statistics and report the results to the Sales Manager

• To draw up and offer price proposals to the companies and agencies and periodically report the obtained results to the Sales Manager

• To help the Sales Manager to draw up monthly sales reports

**Sep 2003 – March 2007 “ASIA STANDART” LLC**

 **Office Manager:**

• Business correspondence with suppliers & customers

 • Contracting & purchasing activity

 • To translate business letters and technical documentation

 • Interpretation during negotiations

 • Internet research of necessary data for new & existing projects

 • To participate in the process of working out Business Plans

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|  **QUALIFICATIONS** |

**2002 - 2006** Uzbek State World Languages University

Bachelors Degree in English Philology

**1998 - 2002** Tashkent State Academic Lyceum of Oriental Studies

English & Farsi languages / Diploma

**May 2013** London, UK (FCO’s course for Corporate Services Officers)

Training course on back-up accounting

**June-July 2008** "Interbrand Media"

Training courses on General Management & Time-management

**September 2007** International Business School“Kelajak Ilmi”

Training Courses on Business Writing Skills

**August –Nov. 2007** International Business School“Kelajak Ilmi”

Training on Management and Sales & Marketing Strategies

**Sep 2003- June 2004** Tashkent State Islamic University

Leader of the "Ice-Breakers" English Club for students

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| **SKILLS** |

 **Able to speak:** English – fluent

 Russian – fluent

 Turkish – fluent

 Persian – basic

 Uzbek – native

**Software:** MS Office; SAP, ORACLE, PYRAMIDS, FIDELIO, OPERA, TAJIMA

**References: Mr. Cuneyt Dalcan**

 **General Manager, Dedeman Silk Road Tashkent**

**Contact: 90-532-465-7414** (**mob.)**

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**Mr. Radoslaw DARSKI**

**Head of PPI Section, EU Delegation**

**Contact: 00-324-60844613 (mob.)**

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**Ms. Bibimaryam Ibragimova**

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**ADDITIONAL REFERENCES ARE AVAILABLE UPON REQUEST**