

Natalia

Housemanager, Personal Assistant



Personal Information

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|------------------------------|--|
| Birthdate | 1984 |
| Zodiac sign | Libra |
| Nationality | <ul style="list-style-type: none"> – UK – Russian Federation |
| Residence permit and date | Cyprus |
| Marital status, own children | Married, has children (12 years old) |
| Place of Birth | Russian Federation |
| Location | Cyprus, Mouttagiaka |
| Driving License | Yes |
| Have a car | Yes |
| Sports | <ul style="list-style-type: none"> – Outdoor activities |
| Areas of interests | <ul style="list-style-type: none"> – Healthy lifestyle |
| About myself | <p>Dynamic and experienced Family Business Manager with a proven track record of excellence in complex administrative support, problem-solving, and operational oversight within high-net-worth family environments.</p> <p>Fluent in English and Russian, offering a unique blend of interpersonal skills, confidentiality, and efficiency.</p> <p>Business Expertise spans across various sectors including legal, finance and marketing fields, hospitality, leisure, underpinned by a strong educational background in Tourism and Management and administration, as well as English language business communication.</p> <p>Currently, I am employed by a High Net Work Family to support all aspects of family life for the immediate and extended families. I manage high pressure and often last minute requirements on behalf of a number of family members, also acting as an executive assistant to the company CEO and owner.</p> <p>I am a holder of both British and Russian Citizenships, as well as EU permanent</p> |

residency (yellow slip).

Education

2001 - 2006

Business Administration and Tourism, Master's degree, Astrakhan State Technical University, Russian Federation, Astrahan

Working experience

February 2019 - till now

Cyprus

Housemanager

UHNW Family

My role includes

Support immediate and wider family group on all aspects of business and administration affairs.
 Legal and financial tasks.
 Variety of household administration tasks organised.
 Coordinate domestic and international travel arrangements, including transport, visas, and passport documentation.
 Oversee property management, security systems, and home maintenance projects.
 Provide meticulous support in insurance, banking, legal paperwork, and contract management.
 Facilitate schooling, tutoring arrangements, and manage relationships with educational institutions.
 Lead building, garden projects, and manage contractors to ensure quality and timely execution.
 Liaise with government departments, manage telecommunications, internet services, and oversee purchasing.

November 2013 - February 2015

UK, Edinburgh

Guest Relations Manager

Marriott Hotel

My role includes

On duty to manage VIP guests
 Liased with all hotel functions to ensure seamless high quality experience for guests
 Directed guest relations initiatives, enhancing loyalty and satisfaction.
 Managed promotional campaigns and addressed guest complaints, fostering positive experiences.
 Measured all aspects of Guest satsisfaction and complaint handling.

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|--------------------------------------|---|
| November 2012 - November 2013 | |
| UK, Edinburgh | |
| Hotel Reception Supervisor | |
| Tiger Lily Boutique Hotel | |
| My role includes | Led reception operations, achieving high levels of guest satisfaction and operational efficiency. Handled customers complaints. Coordinated across all other hotel departments to ensure coordinated and well communicated operations |
| Reason for leaving | Offered better job |

| | |
|---------------------------------------|---|
| March 2010 - September 2012 | |
| Russian Federation, Voronezh | |
| Health and Fitness Spa Manager | |
| Azimut Hotel | |
| My role includes | Managed the Health and Fitness department, ensuring the guests had a perfect experience Ensured high quality facilities and services delivered at all times. |
| Reason for leaving | Offered better job |

| Health | |
|---|-----|
| Smoker | No |
| Epileptic | No |
| Diabetic | No |
| Colour blind | No |
| Dyslexic | No |
| Vegetarian | No |
| Have you had a medical exam within the last 6 months? | Yes |
| Allergies | No |

| Additional information | |
|-------------------------------|---|
| Personal characteristics | Responsible, punctual, reliable, active, positive, qualified, experienced |

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|---|---|
| Key skills | Ability to adapt to all kind of situations quickly. Ability to work under pressure or stressful conditions. Ability to work using your own initiative, taking on extra responsibility. Excellent communication and people skills at all levels. High profile family experience. 24/7 full time working experience |
| Are you ready to take a polygraph if it's required by employer? | Yes |
| English | C2 - Fluent |
| Russian | Native |
| ID | 31257 |

Excellent references available on request