**Mykola Drozd**

Boerne, Texas

Email: mykoladrozd7@gmail.com - Phone: 210 577 4776

Willing to relocate: Anywhere in the United States

Fully authorized to work in the US for any Employer

WORK EXPERIENCE

**Director of Operations**

Universal Financial Group – Donetsk, UA - August 2005 to March 2014

Responsibilities

Financial activities of Ukrainian Stock, Commodity and Forex Exchanges - cash and securities transactions.

Accomplishments

Meeting with customers securing key accounts and contracts.

Skills Used

Financing information, incentives and structured special rates.

**Sales and Public Relations Manager**

Donbass Palace – Donetsk, UA - September 2003 to June 2005

Responsibilities

Responsible for selling hotel room blocks, advertising, PR, reservation systems and airline cooperation.

Accomplishments

Sales trips to key customers, room forecasting, market plans, events planning, conference promotions,

restaurant management and SPA operations.

Skills Used

Hotel reservation systems, customer planning activities list, promotions, and designing packages.

**Supervisor/Manager**

ALET Lines - Donetsk - July 1995 to July 2003

Responsibilities

In charge of providing aviation and ground service in airport for airline companies, air tickets sales and

Reservations.

Accomplishments

Sale airlines tickets, NOTAM information, Flight Briefing Service for Crews, Flight Planning, Weather Analysis. Forecast DCS Handling, Duty free Sales, parking, rent cars, currency exchange office, catering.

Skills Used

In charge of providing tourism services and reception for guests in Ukraine, air tickets sales/reservations,

and working with airlines Crews.

**Senior Lecturer on Marketing and Management**

Donetsk Institute of trade – Donetsk, UA - February 1987 to June 1995

Responsibilities

Delivery academic courses to Economics students.

Accomplishments

Prepared lectures of Organization for Basic Trade, Management, Marketing, Phycology and Ethic of trade.

Skills Used

Teachers students skills

**Customer Service Manager**

Trading center Mayak, - Donetsk, UA - August 1983 to February 1987

Responsibilities

Manage goods shipments, direct sales and merchandising

Accomplishments

Ordering goods, operating a Free-trade zone, marketing services and retail trade

Skills Used

Knowhow about handling goods and freight customers, supervising sales and supplies staff, and customer service.

EDUCATION

**Supervisor in Gabriel reservations - Supervisory Training**

SITA - Atlanta, GA

1996 to 1996

**Master's in Economics**

Donetsk Institute of trade – Donetsk, UA

1979 to 1983

MILITARY SERVICE

Service Country: Ukraine

Branch: Military Police

Rank: Senior Lieutenant

November 1983 to June 1985

CERTIFICATIONS

**Certificate of Completion Gabriel Reservation Supervisory Training**

March 1996

ADDITIONAL INFORMATION

Successful team-leader, fast learner, multilingual (English, Ukrainian and Russian), resourceful, adaptive to

changing social environment, enjoy challenges, dynamic, extensive international contacts & cooperation.