

Artem Boiev

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PROFESSIONAL SUMMARY

Highly skilled and motivated professional with 7+ years of experience in hospitality, delivering exceptional customer service in fast-paced environments. Adept at managing high-volume inquiries, resolving issues with professionalism and empathy, and maintaining a calm demeanor under pressure. Known for excellent communication skills, attention to detail, and a commitment to exceeding customer expectations. Passionate about creating positive, lasting impressions and ensuring customer satisfaction in every interaction.

KEY COMPETENCIES

- Passionate about high standard guest experience and customer satisfaction
- Excellent decision-making, multitask, attention to details and analytical abilities
- Ability to work under pressure and in a fast paced environment

PROFESSIONAL EXPERIENCE

The Westin Ottawa

November 2022 to September 2025 - full time

Event Manager

- Ensuring a seamless event planning process by following established procedures, collaborating with other employees, and ensuring accuracy.
- Managing group room blocks and meeting space for average to large-sized assigned groups and forecasting event revenue.
- Participating in customer site inspections and assisting with the sales process as necessary.
- Coordinating and communicating event details both verbally and in writing to the customer and property operations.
- Conducting formal pre- and post-event meetings as required to review/communicate group needs and feedback.

Holiday Inn Ottawa Parliament Hill

September 2021 to November 2022 - full time

Front Office Supervisor

June 2022 to November 2022 - full time

- Assisting in managing and participating in the day to day operation of Guest Services & Front Desk;
- Training, guiding and supervising staff;
- Maintaining high standards of customer service;
- Resolving guest issues/complaints tactfully and diplomatically on a daily basis using appropriate guest service recovery guidelines;
- Ensuring guest and employee satisfaction.

Guest Service Representative

September 2021 to June 2022 - full time

- Received an appreciation from GM for providing an excellent arrival experience and great 1st impression;

- Received an employee recognition “Q4 Superstar” as the employee of Quarter 4 2021;
- Received an appreciation “IHG Rewards Outstanding Enroller” as the top enroller for October 2021;
- Resolved guest problems/complaints on a daily basis using appropriate guest service recovery guidelines.

Holiday Inn Express & Suites Fredericton, NB

May 2017 to March 2020 - full time

Guest Service Representative

- Achieved a perfect result for a mystery shopper’s call while making a guest room reservation on the phone;
- Received positive feedback from the guests for providing an excellent customer service;
- As Guest Experience Champion processed social media feedback and was in touch with guests to ensure high standard customer service;
- As Loyalty Champion achieved excellent results in enrolling new members for the IHG Rewards Club and promoted this loyalty program among the guests and employees.

Green Oaks Transportation LLC (USA, Remote)

April 2016 to April 2017 - full time

Logistics Coordinator / Dispatcher

- Update and provide tracking information to customers as well as to internal managers
- Maintain delivery schedules and track deliveries to ensure deliveries are met
- Monitor and report driver issues such as accidents, safety concerns, or licensing issues
- Negotiate contracts with outside transportation companies
- Assign drivers to routes
- Handle customer complaints and investigate delivery issues
- Dispatching crews
- Answering phone calls in timely manner
- Assisting drivers and brokers with all their inquiries
- Updating locations of all drivers on daily basis

EDUCATION

Taras Shevchenko National University of Kyiv
Bachelor’s Degree, Tourism

COMPUTER SKILLS

Sylectus TMS, ITS Dispatch, CI/TY, Opera PMS, Windows, MS Office, Outlook

LANGUAGES

- English (Fluent)
- French (Intermediate)
- Russian & Ukrainian (Native)