

# R E S U M E



# Ivan Daniloski

ADDRESS:

PHONE:

EMAIL:

## S K I L L S

- ✧ Strong verbal and written communication
- ✧ Advanced Microsoft Office proficiency (Excel, Word, Outlook)
- ✧ Time management and organizational abilities
- ✧ Attention to detail
- ✧ Data tracking and reporting with Excel
- ✧ Guest data organization and analysis

## PROFILE

Front Desk Shift Leader with proven experience in delivering exceptional guest experiences in a 5-star hospitality environment. Skilled in customer service, team leadership, conflict resolution, and front office operations, with strong analytical and organizational abilities. Adept at managing high-pressure situations while maintaining professionalism and efficiency. Eager to bring precision, adaptability, and a results-driven mindset into a new role, while continuously expanding knowledge and contributing to organizational success.

## EDUCATION

Ss. Cyril and Methodius University, Skopje (North Macedonia) - Faculty of Agricultural and Food Sciences - Oct 2014 - ongoing Bachelor program

## EXPERIENCE

Skopje Marriott Hotel

Front desk Shift Leader - Oct 2024 - ongoing

Job description:

- Led the front desk team with 99% billing accuracy and smooth operations.
- Trained new staff, improving check-in speed and guest satisfaction.
- Handled VIP guests and solved escalations, boosting brand loyalty.
- Coordinated with housekeeping and reservations for seamless service.
- Maintained Marriott standards, driving positive guest reviews.

Limak Skopje Luxury Hotel

Front desk Shift Leader - Jul 2022 - Sept 2024

- Team Coordination: Lead a team of front desk staff, managing their schedules, delegating tasks, and fostering effective teamwork
- Guest Relations: Oversee and optimize guest check-in/check-out processes, coordinating groups, conference guest
- Data Management: Collect, organize, and analyze guest data, reservations, and preferences, demonstrating your analytical abilities and attention to detail.
- Problem Resolution: Handle guest concerns, conflicts, and special requests with a solution-oriented approach
- Performance Tracking: Monitor front desk performance metrics, such as response time and guest satisfaction scores, utilizing data analysis to identify trends and areas for improvement

## LANGUAGES

Macedonian (native)	● ● ● ● ●
English	
spoken	● ● ● ● ●
written	● ● ● ● ●
Albanian	
spoken	● ● ● ● ●
written	● ● ● ● ●
Turkish	
spoken	● ● ●
written	● ● ●

## EXPERTISE

Analytical & Organizational Skills

Team Leadership & Training

Exceptional Guest Experience Delivery

Front Office Operations Management

Conflict Resolution & Problem Solving

### Konoba Ivan Seafood restaurant

Restaurant Manager - Apr 2022 - Jul 2022

- Managed daily restaurant operations, ensuring excellent guest experiences.
  - Analyzed customer trends and reservations to optimize service.
  - Controlled inventory to reduce waste and keep stock efficient.
  - Turned data into insights for better decisions.
  - Worked closely with teams for consistent service and smooth communication.
- Adapted quickly in fast-paced, changing environments.

### Resort Mavrovo - Hotel Bistra

Shift Leader - Oct 2019 - Apr 2022

#### Job description:

- Coordinated staff schedules to maximize capacity and guest satisfaction.
- Managed guest relations, ensuring smooth check-in/out and group coordination.
- Handled resort-wide service orders with accuracy and efficiency.
- Resolved guest issues promptly, maintaining high satisfaction levels.
- Fostered clear communication between departments for seamless operations.

IVAN DANILOSKI

Front Office Leader