‍‍Volha (Olga) Sakhatskaya

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Profile

A highly motivated and ambitious MSc International Business and HR graduate with optimistic, strong interpersonal and communication skills. Management and customer service skills developed through working in the hospitality industry. Enjoys working in a fast-paced environment and adapts easily to new situations. Seeking an internship in Business Development to gain a professional qualification to enhance opportunities in this sector.

Education

MSc International Business | Jan 2020 - Ongoing | NTU, Nottingham Business School

* International HRM (consultancy project within a group of 4 people)
* Global Supply Chain Management
* Business English 7 Intensive
* International Experience module (consulting project)

GHRM MBA | Sep 2016 - Ongoing | National Sun Yat-Sen University (Total GPA 4.14)

* Independent Studies in Human Resource Management project with NXP Semiconductors, Taiwan (as a HR consultant helping the company to plan NCG career path, finding a gap in competency development)
* Organisational Behaviour
* International Marketing Management
* Financial Management
* Elective courses: Work Psychology, Work and Culture, Human Resource and Competency Development, Seminar in Business Management, Business Negotiation and Conflict Management, Management Information System

Bachelor`s Degree of Economic And Management | Sep 2006 – Feb 2012 | Belarus State Economic University

Employment History

Office Assistant | NSYSU GHRM MBA office, Taiwan | Oct 2016 to Mar 2019

* Poster creating (designed 5 posters for the promotion of the recruiting period for new international students) and Participating in the promotional photo and video sessions.
* Program promotion in social media by posting and sharing on relevant pages and groups and giving presentations about the GHRM MBA program in other universities with other students.
* Assistance in organising events

Research Assistant | NSYSU, Assistant Professor David McConville | Jun 2018 to Sep 2018

* Search of the academic articles about Paternalistic Leadership and related to it.
* Critically reviewed the literature and created a Power Point.
* Provide a better understanding of the impact of Paternalistic Leadership on the performance and subordinates.

Assistant Manager | Restaurant Zhili-Byli, Belarus | Sep 2014 to Apr 2015

Restaurant in the centre of the capital with a capacity of 120 guests and 20 employees (9 people per shift), menu A la carte and working hours from 11 a.m. to 12 a.m.

* Maintaining comfort and a pleasant atmosphere for guests in the restaurant and resolution of conflict situations. Enhanced customer satisfaction by providing better quality service.
* HR management (training for beginners, scheduling, motivation of employees, control of the work processes). Improved employee relationship by advising employees
* Work with documentation, reports, inventory

Bartender | Cafe "Nesterca", Belarus | Jan 2012 to Jun 2012

Cafe in the city centre with a capacity of 35 customers, 3 workers in one shift, a total number of employees 5

* customer service at the bar and tables
* conflict resolution with consumers
* control of junior staff (schedule management, service quality control, discipline)
* inventory and supply control and reporting

Skills

**Communication**: developed excellent communication skills while dealing with customers’ queries and complaints when worked at Zhili-byli and Nesterca.

**Teamwork**: team member of the Dragon Boat, working and studying within a multi-cultural team, the 2nd place among 6 teams for the consultancy project with the local company in Taiwan,

**Analytical skills**: effectively worked as a part of a 4-people team in a university group consulting program, research assistance, accomplished Mentoring Program in NSYSU.

**Problem-solving**: successful consulting project with local company in Taiwan, customer conflict solving in the restaurant and cafe.

**Responsibility**: learned this skill by leaving my home and moving abroad for work and study and dealing myself with challenges arising along my way.

**Adaptability**: developed during working and studying in different countries, working in a team with people from different countries and backgrounds.

Languages

**Russian** and **Belarusian** (Native) **English** and **Polish** (Advanced)  **Chinese** and **Spanish** (Beginner level)

IT

* Good command of Microsoft office (Word, Excel, Power Point)
* Communication and collaboration (Skype, Slack, Microsoft Team)

Interests and Achievements

Team-building and Leadership Development course by Mountaineering Instruction and Expedition Leadership – AMI.

Accomplished the two-month Professional Mentoring Program in Taiwan.

Participated in a variety of team sports through college and university, including dance and International Dragon Boat. Coach of the International Dragon Boat Team and led the team to the victory at National Dragon Boat Festival in the international category.

Like travelling and exploring new places and cultures.

References

Available upon request