

# NATALIA TRETYAKEVICH



## Personal data

*Date of birth:* June 18, 1984  
*Place of birth:* Grodno, Belarus  
*Nationality:* Belarussian  
*Address:* Via Pedemonte 20, 6962 Lugano, Switzerland  
*Telephone:* 0041789049440  
*E-mail:* [natalia.tretyakevich@gmail.com](mailto:natalia.tretyakevich@gmail.com)  
[natalia.tretyakevich@usi.ch](mailto:natalia.tretyakevich@usi.ch)

## Education

- 10.2010 – present      **PhD candidate in Economics** with specialization in Tourism, *Institute for Economic Research, Università della Svizzera Italiana, Lugano, Switzerland*
- 09.2008 – 09.2010      **Master of Arts in International Tourism**, Joint Master program of Faculties of Economics and Communication, *Università della Svizzera Italiana, Lugano, Switzerland*  
Final grade: summa cum laude  
  
\*Holder of scholarship of Swiss Federal Commission for Scholarships for Foreign Students, Bern, Switzerland
- 09.2001 – 06.2006      **Specialist diploma in Economics of Tourism** (qualification – Management in Tourism and Hospitality), *Belarusian State Economic University, Minsk, Belarus*  
Final grade: summa cum laude

## Professional experience

- 10.2010 – present      **Research Assistant at Institute for Economic Research, Università della Svizzera Italiana, Lugano, Switzerland**  
*Main Responsibilities:* research in Tourism & Travel with an emphasize on the field of Business Travel covering such topics as Interaction between business travel and leisure tourism and Leisure related motivations of conference attendees. Conducting projects for Tourism Observatory of canton Ticino, Switzerland; analyzing tourism flows statistics on local and international scale, exploring main source markets.
- 07.2010 – 09.2010      **Researcher at Institute for Economic Research, Lugano, Switzerland. Internship**  
*Main Responsibilities:* conducting research in Business Travel: general explorations of definitions, classifications, frameworks and characteristics. Business Travel Modeling.

- 03.2010 – 05.2010 **Hospitality Consultant, field project in Strategic Management in collaboration with Hotel Lugano Dante\*\*\*\*, Lugano, Switzerland**  
 The project included conducting broad analysis of external environmental trends, as well as internal hotel structure, and creating new pro-visionary strategies for the company in order to improve its performance in the future. With this purpose, a deep company and industry analysis was conducted. Precise plan of implementation of the new competitive methods with regards to all internal resources and core competencies was provided and the value added to the hotel was grounded.
- 10.2007 – 08.2008 **Personal Assistant to Chairman Management Board, Trustbank, Minsk, Belarus**  
*Main Responsibilities:* organizing schedule of the CEO, controlling the general workflow and the deadlines, ensuring smooth communication flows between the CEO and external/internal stakeholders, assisting at business negotiations with partners and clients, organizing General Meeting of Shareholders, preparing the Annual Report and translating documentation (Russian/English), organizing business trips for the upper management team (tickets/hotel reservation, visa issues), running daily administrative tasks, working with correspondence, analyzing large volumes of data and reporting to the CEO, issuing internal reports and press-releases.
- 05.2006 – 09.2007 **Sales manager in tourism and ticketing, Sovpolda travel agency, Minsk, Belarus**  
*Responsible for* client services, ticket and hotel reservations, serving incoming and international tourist groups, dealing with partners, contracting, participating in local and international tourism exhibitions, being responsible for media and online advertising, conducting market research and being involved in marketing activities, running daily documentation, reporting, translating (Russian/English/Polish).
- 06.2005 – 09.2005 **Front desk manager, Semashko hotel, Grodno, Belarus. Internship**  
*Main responsibilities:* guest service (reservations, registration, translating), populating the hotel's website.
- 06.2004 – 09.2004 Participation in student exchange program **Work and Travel, USA**  
 06.2003 – 09.2003 Front desk manager, Harris House Hotel, Ocean city, New Jersey

## Language skills

Russian	Native
Belarusian	Native
English	Fluent
Italian	Intermediate
Spanish	Beginner
Polish	Conversational
German	Absolute beginner

## **Computer skills**

MS Office, Photoshop, Dreamweaver, SPSS

## **Personal characteristics**

Highly self-organized, goal-oriented, possessing ability to work under pressure and perform manifold tasks, having work experience in multicultural environment, a good team player, constantly seeking for self-development.