

Vladislav Marinov

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Profile

Hospitality professional with experience in hotel reception, front desk management, bar service, and cafe shift leadership across Sunny Beach and London. Skilled in guest care, team coordination, high-volume service, and maintaining organised daily operations.

Experience

Caffe Nero

London, United Kingdom

Shift Manager and Barista

2022-2023

- Prepared coffee and supported customer service during busy periods while maintaining consistent quality and an organised cafe environment.
- Opened and closed shifts, coordinated daily service priorities, and took responsibility for smooth day-to-day operations.
- Supported colleagues throughout each shift, helping the team respond quickly to changing customer flow and service needs.

Bars and Nightclubs

London, United Kingdom

Bartender

2022

- Worked across different London bars and nightclubs, adapting quickly to each venue, team, and service standard.
- Prepared and served alcoholic and non-alcoholic beverages, including classic cocktails, during high-volume evening shifts.
- Kept the bar organised and service moving while coordinating closely with colleagues and responding professionally to guests.

Hotel Globus, Balkan Holidays

Sunny Beach, Bulgaria

Receptionist and Front Desk Manager

2019-2021

- Welcomed international guests and supported check-in, check-out, booking coordination, and day-to-day front desk enquiries.
- Coordinated front desk priorities with the wider hotel team to maintain an organised guest experience throughout busy summer seasons.
- Balanced guest care with daily operational responsibilities, communicating clearly and responding calmly as priorities changed.

Education

• City University of London

B.S. Business Management (Minor in Digital Innovations) (GPA: 67/100)

London, UK

September 2020 - May 2023

• Mathematics and Natural Sciences High School

Diploma in Mathematics and Programming (GPA: 5.97/6.00)

Burgas, Bulgaria

September 2015 - May 2020

Hospitality Skills

- **Guest Service:** International guest care, check-in and check-out, booking coordination, front desk support
- **Coffee and Cafe:** Coffee culture, espresso-based drinks, cafe service, opening and closing shifts
- **Bar Service:** Alcoholic and non-alcoholic beverages, classic cocktails, mixology, high-volume service
- **Operations:** Shift coordination, daily priorities, organised workspaces, consistent service standards
- **Leadership:** Team support, clear communication, attention to detail, operational responsibility