

Iliiaz Imanaliev

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Date of birth: 19 June 1989

Place of birth: Toktogul, Jalal-Abad province

Citizenship: Kyrgyz Republic

Family Status: Married + 2 Children

Contact: iliiazimanaliev@gmail.com (+996)999337703

Education:

2007-2012 B.S. Travel Management & Tourism Guidance
Kyrgyz-Turkish Manas University (Kyrgyz Republic)

2003-2007 National Computer Gymnasium No. 5 High School



Professional Experiences: <https://www.linkedin.com/in/iliiazimanaliev/>

Operations Officer & Co-Founder, Gulsary Stables & Horse Farm Ranch (est. May 2021)

- Responsible for overall experience of our equine tourism services for equestrian horseback riding;
- Operating horse ranch - including wrangling horses, purchasing equipment and grass & grain feed;
- Developing suitable horse routes for beginner riding tourists in mountains near Ala Archa Park;
- Implementing various ways of sales and payment methods;
- Training local horseback guides for safety and hospitality aspects;
- Actively using social media advertising and networking for marketing;
- Providing guiding and transport services as needed (Class B/C/D+E license, Pajero SUV & bus).

Chief Experience Officer & Co-Founder, Uyacha Mountains Nest (est. October 2018)

- Responsible for overall experience of our tourism services;
- Designing holistic tourism experiences & programs for visitors;
- Coordinating logistics for seamless integration of transport, accommodation and activity services;
- Developing original tourism products and services with local community members.

Tour Manager, Travel Bureau LLC (October 2016 - October 2018)

- Arranged door-to-door tours complete with catering, transportation and accommodation services;
- Guided group of OSCE spectators from Bishkek to Talas in October 2017 with Ramsporter, including organizing meals and accommodations;
- Organized and controlled safety of tourists during horse riding, trekking, cycling and skiing tours.

Community Tourism Coordinator, Kyrgyz CBT Center (March 2014 – October 2016)

- Designed program itineraries and created custom tour packages for visitors;
- Coordinated logistical support with accommodations and in-country travel arrangements;
- Organized international conferences & local trainings for 15 – 50 participants;
- Fostered and established good relationships with visitors, travel agents and travel agencies;
- Enthusiastically responded to any visitor queries, critiques, problems or suggestions.

Guide Interpreter, Kyrgyz Concept, CBT, Aksai Travel & Compass (May 2012 - March 2014)

Interpreter Responsibilities:

- Liaised between local host communities & visitors - interpreting questions and addressed concerns;
- Served as a cultural mediator where necessary;

Guide Responsibilities:

- Lead more than 30 tourist programs annually for groups of up to 50 visitors for up to 15 days;
- Guided visitors at historical monuments, museums and sites throughout the Kyrgyz Republic;
- Provided on-site lectures about Kyrgyz landscapes and culture, including local customs and history;
- Provided logistical support & auxiliary resources as needed, including transport (Class B/C license

Outside Sales Representative, RG Brands (November 2013 – February 2014)

- Provided direct customer services by informing clients about promotions, products and services;
- Managed sales inventory and verified correct price tagging for 25 – 30 shops daily;
- Contributed to team effort by accomplishing individual and company sales targets as needed.

Head Bartender, French Wine Bar – U Frantsuza (November 2012 – May 2013)

- Interacted with various international patrons in a polite, considerate, and welcoming manner;
- Track record of taking and delivering orders quickly and correctly in English;
- Maintained register and receipt accountability.

Owner & Operator, I of Ra Travel Agency (October 2009 – May 2012)

Tourism Service Operations Responsibilities:

- Organized travel arrangements for local group day trips of 2-100 in Kyrgyz Republic & Kazakhstan;
- Coordinated with clients and prepared quotes for travel according to client requests;
- Managed all travel arrangements for clients with hotel and ground transportation vendors;
- Visited new destinations to be aware of issues and amenities of interest to consumers;

Operations Management Responsibilities:

- Recruited staff, planned work schedules and marketing methods, and provided staff training;
- Reviewed client invoices, checked billing for accuracy, and collected fee payments;
- Managed budgets, payroll and maintained statistical/financial records as needed;
- Kept informed of rules and regulations, tariffs and other industry requirements;
- Developed strategies for further business development of the travel agency.

Work & Travel Cultural Exchange USA Participant - Florida (May 2011 – September 2011)

- Participated in an intensive experiential, integrated educational and vocational program;
- Learned American work ethic & etiquette, property maintenance and roofing;

Professional Skill Development - Certifications & Training Programs:

University of Central Asia, Tourism Sector
Executive Entrepreneurship Training Courses
- Product development, Marketing and advertising methods, Sales, Financial analyses of company activity and value, Taxation, HR management, Business planning
Completed: 2022 Dushanbe, Tajikistan (& Bishkek)

Pilot School "Kyiv Ballooning Society"
Training for Service & Maintenance of Hot Air Balloons
Completed: November 2019 in Kyiv, Ukraine

Tzu Chi University Mandarin Chinese Language Center
Mandarin Chinese Language Learning Courses
Completed: November 2018 - April 2019 in Hualien, Taiwan

ATTA Adventure Travel Business Management:
Product Development & Experience Design Course
Completed: October 2018 in Bishkek, Kyrgyz Republic

World Federation of Tourist Guide Association
WFTGA Training Courses for Professional Guides:
Hands On Tourist Guiding Course Completed:
October 2017 in Bishkek, Kyrgyz Republic

European Centre for Eco Agro Tourism
ECEAT Training the Trainer Course
Completed: May 2015 in Bishkek, Kyrgyz Republic

Trainings Delivered:

HELVETAS Project Bai Alay: Small Business Income Creation, February 2020 in Osh, Kyrgyz Republic
"Training Cultural, Trekking and Horseback Riding Guides: Cultural Tours - Theory Part 1"

- Developed informative materials about duties of guide; Organized visual display of physical instruments & guiding equipment; Prepared schedule of training and content of training activities.

Publications:

"Cultural Tours" Chapter in "Best Practices Reference Manual on Horseback riding, Trekking and Cultural Tourism in Kyrgyz Republic." Kyrgyz Association of Tour Operators, 2019.

Language skills: Kyrgyz – Native; Russian – Native; Turkish – Fluent; English - Fluent; Chinese - Basic.

Computer skills: MS Office (Word, Excel, PowerPoint), Internet, Photoshop, Skype, Teams, Zoom