



Ruslan Borysov

Operations Specialist | Logistics & Hospitality Management

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📍 Frankfurt am Main

Experienced and adaptable manager with international expertise (10+ countries visited), skilled in structuring operational processes, leading teams, and reliably implementing HoReCa and security standards.

Key Value I Bring to Your Team:

- **Operational Efficiency & Cost Optimization:** Proven track record of boosting revenue and reducing operating costs through systematic process optimization.
- **High Reliability & Confidentiality:** Absolute integrity when handling confidential data (backed by successful polygraph clearance in high-security logistics).
- **Team Leadership & Adaptability:** Experienced in scheduling, staff onboarding, and development; quick to master new professions and complex tasks.

I am actively improving my English and starting to learn German for the workplace. Looking for a long-term position where I can fully realize my potential, ensure reliability, and continuously acquire new skills. I look forward to hearing from you via Email or WhatsApp.

Skills

🔑 Operations & Logistics Management

Process Optimization, Shift Scheduling & Staffing, Inventory Control

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🔑 Hospitality & VIP Service

Complaint Management, Event Catering, HoReCa Quality Standards

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🔑 Software, Cybersecurity

MS Excel (Advanced), Cybersecurity Fundamentals, Data Privacy & Protection (GDPR)

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🔑 Leadership , Soft Skills

Team Leadership, High Stress Tolerance, Problem Solving

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Interests

🔑 Gastronomy, Mixology

Coffee Culture, Craft Cocktails

🔑 Self-Development & Tech

Cybersecurity Trends, Process Automation

🔑 Digital Finance & Blockchain

Crypto Trading, Financial Analytics, DeFi (Decentralized Finance)

Languages

Russian

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Ukrainian

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Polish

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English

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Experience

Reikartz Hotel Group Ukraine

Ukraine, Kyiv

Bar Supervisor

2017-2019

Full guest service management, floor supervision, and maintaining high HoReCa standards across the hotel chain.

Organized daily team operations, shift scheduling, staff onboarding, and training of new employees.

Cash desk operations, daily financial reporting, inventory management, and stock purchasing/supplies.

Resolved guest complaints, managed customer reviews, and ensured strict compliance with service quality standards.

A total of 6 years (2016–2022) of comprehensive experience in HoReCa and hospitality (ranging from lounge bars to 5-star premium hotels).

Roles held: Venue Administrator, Waiter, Bartender, and Hookah Master.

Successfully managed large-scale catering for weddings, corporate galas, and high-profile VIP events (including regional public figures).

Experience working at high-volume open-air festivals (fast-paced environment, high stress tolerance, and multitasking).

Highly adaptable across diverse hospitality formats with a strong focus on customer satisfaction.

International Private High-Security & Specialized Freight Forwarder

Multiple locations

Operations Manager / Logistics Coordinator (Operational Management & Production)

2022-2025

Joined the company in 2022 as a Trainee/Junior Manager in international high-security and specialized freight forwarding. Due to high efficiency, strong analytical skills, and leadership, I was promoted by 2025 to Head of the Production Department and Logistics Supervisor.

In this leadership role, I was responsible for the operational management of confidential international logistics processes. My responsibilities included team management, shift scheduling, payroll calculation, process optimization using MS Excel, and strategic alignment with senior management while maintaining strict security and service standards.

Under my operational leadership, service sales grew by 30%, while operating costs were optimized and reduced by 15–20% through efficient process management. Additionally, I successfully scaled the team, driving headcount growth that directly contributed to the strategic expansion of the holding company.