



# YANA KINDALOVA

Dubai, United Arab Emirates

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## PROFESSIONAL SUMMARY

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**Learning & Development Specialist** with a strong foundation in business psychology with hands-on experience in facilitation, learning design, and behavioral coaching in hospitality and tech sector. Skilled in translating learning needs into structured programs, managing LMS platforms, developing engaging content, and evaluating training impact. Recognized for clear communication, strong stakeholder collaboration, and delivering learning experiences that drive measurable behavioral improvement and performance outcomes.

## WORK EXPERIENCE

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### **MICROAVIA | Dubai, UAE (Pro Bono / Advisory Engagement)**

**Jan 2024 - Present**

*Executive Coach & HR Project Consultant (CEO & HR Support)*

- **Strategic People Development Support**- Collaborate closely with the CEO and HR to support people development initiatives, capability-building programs, and internal communication priorities.
- **Executive Coaching & HR Documentation** - Deliver 1:1 coaching sessions and prepare structured development documentation for HR decision-making.
- **Psychometric Assessment Delivery**- Conduct psychometric testing for candidate and employee assessments; summarize insights and recommendations for HR.
- **Learning Coordination & Materials** - Coordinate learning program logistics, content development, and workshop materials for internal training sessions.
- **Research & Leadership Briefing** - Prepare research summaries, learning proposals, and briefing documents to support leadership decision-making.
- **Process Optimization & Communication Flow** - Improve internal workflows by identifying inefficiencies and optimizing communication and tracking processes.

### **EMIRATES GROUP | Dubai, UAE**

**Feb 2015 - Present**

*Service Excellence & Operation Supervisor*

- **Operational & Team Coordination** - Coordinated 16–24 employees per operation while supporting up to 310–429 customer interactions to ensure consistent service quality and adherence to organizational standards.
- **Learning & Coaching Delivery** - Delivered 300+ learning briefings and 170+ behavioral and performance coaching sessions, strengthening communication, teamwork, and client engagement skills.
- **Performance Oversight Reporting & Insight Generation** - Monitored employee performance and provided feedback to reinforce professional behaviors and service excellence supported by documented case reports for HR, operations, service quality, and compliance departments.
- **Onboarding & Capability Building**- Supported new employee onboarding and cultural assimilation through targeted capability-building and expectation-setting.
- **Cross-Functional Collaboration** - Partnered with HR and operations leaders to assess development needs and implement targeted learning interventions.

## WORK EXPERIENCE (CONTINUES)

### VIVA VSN | Prague, Czech Republic

2011-2015

*Procurement / Souvenir Store Manager*

- **Multi-Location Operations & Customer Service** – Managed 4 retail locations serving 20,000+ customers annually, ensuring high service standards and operational consistency.
- **B2B & B2C Leadership** – Led both wholesale (B2B) and retail (B2C) operations, onboarding and training 15+ employees to maintain high performance standards.
- **Supplier Relations & Profit Growth** – Secured partnerships with 10+ international suppliers, negotiating favorable terms that boosted profit margins by 15%.
- **Inventory Management & Control** – Oversaw 5,000+ SKUs with rigorous stock control processes, ensuring high inventory accuracy and minimal shrinkage.
- **Event Coordination & Promotion** – Organized seasonal market events (Christmas, Easter) drawing 5,000+ visitors each, elevating brand visibility and driving seasonal sales growth.

### Fryday | Prague, Czech Republic

2013 - 2014

*Community Engagement & Event Manager*

- **Event Planning & Networking** – Orchestrated 60+ high-profile networking events for business leaders and diplomats, facilitating meaningful connections and community engagement.
- **Client Base Expansion & Outreach** – Expanded client database from 2,000 to 60,000+ contacts through targeted outreach and marketing initiatives, driving a significant increase in event attendance.
- **Staff Training & Management** – Trained and supervised new staff members, ensuring consistent event execution and high attendee

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## EDUCATION

- **MSc Business Psychology (Industrial & Organizational Psychology) - BPS & ABP accredited**  
Arden University, UK | 2023–2025
- **BA & PGCert – International Relations & European Studies**  
Metropolitan University Prague | 2008-2012
- **Diploma in Aviation Security Management**  
Edith Cowan University, Australia | 2018-2019

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## ADDITIONAL INFORMATION

- **Technical Skills:** Microsoft Office (Excel, Word, PowerPoint), Canva (Design & Presentations), Generative AI
- **Languages:** English, Russian, Czech
- **Certifications:** EFPA Level 1, 2 – Assistant Test User (ATU) – Podium (2025); TalentPredix Practitioner – TalentPredix (2025)
- **Volunteer Activities:** Peer Support Team – Emirates ; Facilitator – #IamRemarkable by Google (2025–Present); Member – Society for Business Psychology Middle East (SoBPME)