

Katrin Parik
Personal ID 37711200245
Curriculum Vitae

Date of birth: 20th November 1977

Nationality: Estonian

Address: Knightsbridge, Knight Villas 14, Cascade,
Trinidad and Tobago, West Indies

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Marital Status: Married, no children



Education:

2000 - 2004 University of Tartu: *Law, unfinished*
1985 - 1996 Tallinn 46th Secondary School: *Art class*

Formal Training:

2000 Diplomaat Ltd: *Human resources in law*
1999 Diplomaat Ltd: *Human resources course*
1999 Estonian Farmers Association: *Occupational Safety and Health Course*
1998 Mainor Economic University: *Basic human resources*
1996-1998 Berliner Sprachschule: *German for foreigners*
1996-1998 Berlin Kreuzberg Art School: *Art, painting*
1995-1996 Estonian Art University: *painting, drawing courses*

Professional Experience:

03/2004 - **Sunny Group of Companies:** German Online Casino Manager

Sunny Group is an international company which owns 4 licensed online casinos and several land based casinos in the Caribbean and Africa. The Headquarters (Operations Unit) for the online casinos is based in Trinidad.

I have successfully managed the German language casino and in my casino the Customer comes first. My personal aim and most important goal is to keep my players happy and satisfied, and to build trust. This is the highest currency in online gambling.

My main function at the Sunny Group is Customer Support which includes the following:

- Answering and solving members' queries and problems
- Creating interesting and exciting promotions for fun, real and lapsed members in all levels including VIP
- Casino marketing

- Daily statistical analysis – members' performance analysis
- Researching and creating interesting content for my casino's weekly newsletter
- German casino affiliate marketing
- Assisting and liaising with SEO, Fraud, Accounts and other departments, where there is need for german linguistic knowledge.

Achievement

My greatest achievement in Sunny has been to substantially raise the monthly net income and deposits of the German casinos by 100 percent in 1 year. This is especially significant because of gambling advertisement is illegal in Germany. This was largely due to my own initiatives and constant interaction with players, and through the development of solid relationships. Trust like this cannot be bought, it must be earned, and I have done so most successfully.

1998 - 2001 **Dussmann Estonia** – Personnel manager

Dussmann Estonia is a subsidiary of one of the largest German multi-service companies in Estonia, dealing with security, specialized cleaning (hospitals), catering and senior care.

In Dussmann, I achieved the following:

- Managed Human Resource requirements of the Staff which was in excess of 200 people
- Represented our company in Labour court
- Liaised with Occupational Safety and Health Bureau
- Managed staff

Achievement

- Human resources research, developed and established the first HR Policy and Practices based on law
- I also had the fantastic experience of introducing our company to DIN EN ISO 9001 quality management standards for which we qualified under my supervision in year 2000.

Languages	:	Estonian	-	Native language
		German	-	Excellent
		English	-	Fluent
		Russian	-	Basic
		Finnish	-	Poor

Computing Skills: MS Office products

Referees:

Anand Rajkumar: Sunny Group / Former General Manager
anandraj@carib-link.net / (868) 789 4891

Dirk Hoechst: Sunny Group / Former IT Department Manager
dhoechst@gmx.de / (868) 740 9694

Interests: Art, literature, politics, law, running, nature.