

# A WORLD OF JOB OPPORTUNITIES.



**Introduction for position  
ID**

English/German Speaker  
12101

# CURRICULUM VITAE

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**Place of Residence** UK

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**Profile** Self-motivated, resilient and confident university graduate with Bachelor's in modern languages and extensive experience in customer service, complaint handling and sales. My adaptability and ability to stay calm under pressure has aided me in succeeding in any job role I undertake.

**Skills & Competences**

- Empathy, patient, bilingue English/ french, motivated and individual.
- Quick learner, Self motivated, strong listening comprehension skills.

**Application Software**

- Microsoft Office;
- Windows.

**Education**

**2014 - 2018**  
**BA in Modern Languages (French, German, and Italian)**

**2012 - 2014**  
**A-levels (French, German, History - A, B,B)**

**2010 - 2012**  
**GCSEs (A\*- B Incl. Maths and English)**

**Additional**  
**Digital Marketing Diploma**  
**New Skills Academy**

**Work experience**

**Feb 2020 - present**  
**Senior Team Member**

**Your tasks/responsibilities**

- Managing team of staff members and ensuring the shift runs smoothly;
- Running and overseeing shifts and helping the other team members with any problems they have;
- Create and distribute weekly and monthly reports of sales and stock figures to predict future sales;
- Enter stock onto the system to ensure the needed amount of stock are delivered to stores;
- Training new staff;
- Implementing new work processes to improve efficiency such as assembly lines during the breakfast period and reorganizing the shop
- Responsible for opening and closing the shop, daily banking and reports;
- Creating and verifying deliveries;
- Composing weekly rotas and shift patterns.

**Oct 2019 – Jul 2020  
Holiday Representative**

**Your tasks/responsibilities**

- Greet customers from airport transfers and take them to hotel room
- Leading welcome meetings, explaining the hotel, resort and their itinerary for the next few days

**Jun 2019  
Overseas Service Representative**

**Nov 2018 – May 2019  
Admin Assistant**

**Jun 2018 – Sep 2018  
Sales and Retention**

**Languages**

- English – Native
- German – Fluent/C2
- French – Fluent/C2
- Italian – Conversational