



AGA BOLOZ

Assistant manager

About me

A passionate, resourceful and optimistic professional with an array of skills that would be an asset to any company. My experiences in Hospitality, Project and Business Management and Teaching have been wide and varied which has seen me work in many different industries with different people from all walks of life.

Contacts

📍 20 West Ave, NW42LJ London
☎ 07747 230299
✉ aggy.boloz@gmail.com

Skills

- ☆ Willingness to learn
- ☆ Productivity
- ☆ Computer literate
- ☆ Leadership skills
- ☆ Attention to detail and accuracy
- ☆ Organization skills
- ☆ Decision-making
- ☆ Team work
- ☆ Confidence and drive
- ☆ Customer service
- ☆ Excellent communication

Education

Graduate Diploma in International Coaching Studies

The Bogdan Janski Academy between 2013-2014

Graduate Diploma in Social Economy Management

Academy of Entrepreneurship and Marketing between 2012-2013

Graduate Diploma in Journalism and Media Communication

The Jagiellonian University between 2010-2011

B.A. in Polish Philology – Teaching major

The Jagiellonian Univeristy between 2005-2008

Experience

Assistant Manager, Pret a Manger, London

July 2015 – March 2020

Analysing and forecasting shop sales levels and profitability
Preparing reports at the end of the shift/week, including staff control, food control and sales
Coordinating the operation of the shop ensuring that kitchen and shop floor staff are working as a team
Recruiting, training and managing my team
Providing feedback and coaching to the team regularly
Responding to customer queries and complaints
Maintaining high standards of hygiene, health and safety by conducting management checks and reporting any action taken
Managing stock levels and making key decisions about stock control
Ordering supplies, checking the quality and quantity of deliveries and managing invoices
Ensuring wide selection and great quality of products is offered to the customers along with excellent customer service
Arranging for new employees' proper onboarding
Demonstrating basic HR knowledge (conduct, performance, sickness etc.)
Arranging for maintenance and repair of equipment and other services.
Calculating and driving productivity of the team
Conducting team briefs and staff meetings
Setting up fixed and on demand production, controlling waste
Reviewing MS reports and NPS scores regularly
Demonstrating knowledge of KPI's

Point of Sale Cashier, Nandos, London

December 2014 – June 2015

Delivering great customer service during high-volume, fast-paced operations and prioritizing guest experience as top priority
Effectively communicating with peers to navigate the duties and responsibilities expected
Supporting the development of peers through guiding, training and coaching team members
Handling currency and credit transactions quickly and accurately.
Monitoring storage, preparation, cooking, handling, and serving of food
Assisting management with inventory control and stock ordering

Project Manager, Młoda Lomnica Association, Lomnica Zdroj, Poland

April 2011 – December 2014

Coordinating the activities of the project, including project design, developing methodology and overseeing implementation
Coordinating a flexible project team bringing in topical specialists, as required

Qualifications

- 🏠 **EITCA Information Technologies Telework Competencies Certificate** – October 2013
- 🏠 **EITCA Information Technologies Key Competencies Certificate** – April 2014
- 🏠 **Manager of Social Economy** – March -July 2013
- 🏠 **Financial Management for NGOs Course** – December 2012
- 🏠 **Project Management for NGOs Course** – December 2012
- 🏠 **Fundraising and Applying for Grants for NGOs Course** – December 2012
- 🏠 **Promoting the NGOs Course** – December 2012
- 🏠 **NGO Project Specialist - basic level, Kolping Certificate** – October 2013

Interests



Planning and delegating work with tasks, subtasks, folders, templates, workflows, calendars, dashboards, Gantt-Chart, timesheets and other essential tools

Managing the budget and accountability of finances

Reporting on project progress at internal and external meetings

Managing and troubleshooting project risks with a declared risk register, initiating corrective action where necessary

Providing reports, evaluations and assessing result of projects

Ensuring coherence and good cooperation within the project team and alignment of the different stakeholders and departments

Applying for grants and funding

Undertaking and initiating regular talks to supporters, agencies, donor groups, churches, schools and corporate partners to raise project awareness

Overlooking project visibility in social media

Coaching and motivating project teams

Thorough understanding and use of Microsoft Office suite together with some understanding and use of specialist project management software such as Trello, MS Project and Open Project.

Multiple Student Teacher Placement Positions, Lomnica Zdroj, Poland

June 2007 – April 2011

Secondary School Boleslaw Barbacki in Nowy Sacz, Poland, 2010

Primary School in Lomnica Zdroj, Poland, 2007

maj Julian Zubek Gymnasium in Lomnica Zdroj, Poland, 2007

I have an understanding the core principals of student teaching

The ability to connect with students, challenging learners intellectually and academically in a way that is relevant in the real world

I would be required to maintain the high expectations of the school, always applying academic rigor. As a student teacher I would be required to engage with students at all levels of schooling either struggling or over achieving I would need to identify this and tailor my focus accordingly.

Building relationships with my fellow student teachers/educators was vital for my development and growth learning from their professional experiences.

References

References are available upon request