Henrikas (Henry) Kulikov 6 Bealing Avenue Tyrellstown

Tyrellstown Dublin 15

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Personal Profile

I am extremely punctual. I would rather arrive an hour early than five minutes late. I work well with others and have had some experience in training others as well.

I am currently working full time as a contact centre agent in Hertz European Service Centre (HESC).

Skills Profile

• IT Proficiency: Microsoft Office (Word, Excel, PowerPoint)

ECDL (European computer driving licence)

Windows, E-mail, Social Media

• Languages: English (fully fluent)

Lithuanian (bilingual/ native proficiency)

• Customer service, problem solving skills

• Provisional Driving License Category B

• Level 2 NVQ Diploma in Hospitality Services

• SoloLearn certificates for basic :HTML, CSS and Javascript

Education

Sept'17 - present Full Stack Web Developer bootcamp via Code Institute

Sept'13 – 14 (on hold)National University of Ireland, Maynooth, Co. Kildare **Bachelor of Arts (Honours)**

Sept'07 – Aug'13 Riversdale Community College, Blanchardstown Rd North, Dublin 15

Leaving Certificate

Employment History

Feb'17 - present Swords Business Park, Mantua, Swords, Co. Dublin

Position: Contact Centre Agent

Duties: Customer Care

Reservations

Customer correspondence Multi-market Support Handling complaints

Chasing request reservations Providing support to colleagues International policy research Apr'16 - Feb'17 Unit 7, Tyrellstown Town Centre, Tyrellstown, Dublin 15

Position: Shop Assistant
Duties: Customer Service

Working on the till daily Taking in deliveries

Operating the growler station

Printing/assembling/dispatching online Beer Club orders

Closing/opening both shops

Advising customers on spirits and craft beers Doing stock transfers between the shops

Counting oversold stock

Sep'14 – Apr'16 McDonalds Drive Thru Restaurant, Cellbridge Rd, Lucan, Co. Dublin

Position: Crew Member
Duties: Customer Service

Preparing and selling food products and drinks Handling till transactions on a daily basis Building and supporting restaurant reputation

Closing restaurant premises: cleaning kitchen equipment and premises

Team work

(Personal Performance achieved 13/14)

Jul – Aug'13 Stream Consumer Solutions, Dublin 1

Position: Door-to-door SalesmanDuties: Interacting with customers

Successfully managing self-presentation

Acting with courtesy and patience when dealing with angry customers

Mar'11 Regan Spar Filling Station, Hollystown Mulhuddart 15, Dublin 15

Position: Car Wash and Shop Operative Duties: Taking car wash / valet orders

Organising shop stock

Jul – Aug'11 Lietuvos Spauda Newsagent, Santariskiu str. 2, Vilnius, Lithuania

Position: Shop Assistant
Duties: Customer service

Advising customers on products Monitoring sales display areas

Handling till transactions on a daily basis

Hobbies and Achievements

Awarded "Historian of the Year" during last (6th) year in Secondary School

Professional swimming for 8 years; medals achieved

Enjoy short story writing, reading and coding on the side

Love dogs

Love coffee & cinema

Long drives

References

Akos Elias Shift Manager McDonalds Drive Thru Restaurant Cellbrige Rd Lucan

Mobile: 087 2163579

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