

**Anna Rodionova**

19.05.1998

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**Education**

Riga Secondary School No 96 - 2011 – 2017

Riga Secondary School No 22 - 2007 – 2011

Riga Secondary School Lomonosova - 2006 - 2007

**Experience in Latvia**

***Waitress, barmaid, receptionist*** (Hotel „OK”) (July 2016)

Responsible for greeting patrons, seeing to their needs, and delivering prompt, accurate service. Was required to take orders, stay attuned to the needs of the customer, and be effective communicator. Attributed to the person who is employed by an organization to receive or greet any visitors, and clients and answer telephone calls. Preparing alcoholic or non-alcoholic beverages for bar and patrons. Interacting with customers, taking orders and serving snacks and drinks.

***Housemaid, receptionist*** (Hotel „Eiropa” , Hotel „Villa Joma”) (summer 2016)

Responsible for keeping residences and commercial establishments clean and tidy. Perform various cleaning tasks, which include mopping, vacuuming and sweeping floors, washing carpets, replacing dirty linen, and wiping down kitchen counters. Greet clients and visitors with a positive, helpful attitude.

Assisting clients in finding their way around the hotel.

***Administration*** („Centrālais Gastro Tirgus”) (2019-2020)

Coordinating daily restaurant management operations. Delivering superior food and beverage service and maximizing customer satisfaction.Responding efficiently and accurately to restaurant customer complaints. Regularly review product quality and research new vendors. Organize and supervise shifts. Train new and current employees on proper customer service practices. Greeting and serving restaurant guests. Monitor operations and initiate corrective actions. Implement innovative strategies to improve productivity and sale.

**Experience in England**

***Line worker, packer*** (Cavaghan & Gray) (2018)

Ability to work quickly and efficiently, striving to comply with the hygiene standards in force in the food factory, stack and pile finished goods into containers.Prepare goods for shipment. Pack them following a specific set of instructions. Scanning and sorting incoming and outgoing stock.Receiving, stocking, and stacking.Pulling, packing, and loading.

**Experience in Netherlands**

***Picker*** (CEVA Logistics) ( September 2020)

Efficiently pick customer orders. Locate products use scanners. . Stage items correctly for delivery. Evaluate number of products.Manage pick orders and provide correct labels on products.

**Language skills**

English – B1

Latvian – B1

Russian – Native

**Skills Profile**

Proven to work well as part of a team as well as on individual assignments. Responsible person, involving important duties, willingness to learn, paying close attention to something, absorbed in or involving thought.