

JULIE JANCICKOVA

ABOUT

I am a motivated and hardworking software developer and designer student (at Edinburgh College). Work experience in retail and other customer-facing roles has provided a sense of good customer service and good manner. I am an organized person with good communication skills and a positive attitude. I have experience working as a part of a team and individually, and I can handle multiple tasks daily. Furthermore, I am reliable and adaptable to changing and busy environments. I specialize in creating a friendly and receptive atmosphere in the workplace.

EDUCATION

EDINBURGH COLLEGE (CAMPUS GRANTON) - UK, SCOTLAND
| SCQF level 8 | 2022- PRESENT
Course: HND Digital Design and Development

EDINBURGH COLLEGE (CAMPUS GRANTON) - UK, SCOTLAND
| SCQF level 6 | 2021- 2022
Course: NPA Software Development and Digital Design

HIGH SCHOOL OF TRANSPORT PRAGUE MOTOL - CZECH REPUBLIC
A-level equivalent (accomplishment of Maturita exam) | 2011 - 2015
Course: Economy and Public Transport

WORK EXPERIENCE

SYFT AGENCY - BARISTA, BARISTA, WAITING STAFF, CUSTOMER SERVICE
Flexible | Mar 2022 - PRESENT

- Managing tasks depending on the chosen role
- Helping and working in different environments regarding the company policies, roles require being able to adapt quickly and adjust to new team members/management

KIMPTON HOTEL - BARTENDER (DURING FULL-TIME COLLEGE COURSE)
Kimpton Hotel - Edinburgh | Jun 2021 - Apr 2022

- Mixing, garnishing, and serving alcoholic and non-alcoholic drinks
- taking orders and making guests feel taken care of during their visit
- greeting customers, learning about their preferences, answering questions, making recommendations

WAREHOUSE OPERATIVE - CUSTOMER RETURNS/PROBLEM SOLVE
Amazon UK Services Ltd. - EDI14 | Nov 2020 - May 2021

- Processed and inspected returned items in an internal software
- Made decisions about items based on customer's comment or condition of an item



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CONTACT



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VOLUNTEERING

ACE IT, Project Work Wise -
couch

The City of Edinburgh
Council, Project Get Online -
couch, private sessions

CORE QUALIFICATION

Bitmap Graphic Design
Authorising a Website
Animation Fundamentals
Vector Graphic
Programming (SQL 6)
Math for Software Developers

LANGUAGE SKILLS

Czech - Mother tongue
English - Advanced

ADDITIONAL SKILLS

Clean driving licence (active driver)
Interested in Photography, editing, photo-manipulation and graphic design
Advance user of Microsoft Suite (especially Word, Excel, Power Point, Access)
Advance User Adobe Suite (Photoshop, Illustrator, Animate, Premier Pro, XD and InDesign)
High level of experience in Customer Service

PERSONAL QUALITIES

Creative
Quick learner
Team player
Initiative
Communicative
Reliable

RETAIL SALES ASSISTANT

The Nutcracker Christmas Shop Edinburgh | Oct 2019 - Oct 2020

- Processed sales, exchanges, and refunds
- Helped customers made purchasing decisions by offering suggestions
- Worked well under pressure; especially during the Christmas period when the store was at its busiest
- Completing transactions at the checkout

BARTENDER/WAITRESS

The Restaurant Mudlark - London Bridge | Jan 2019 - Sep 2019

- Served each guest with a pleasant and positive attitude
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions
- Maitland full knowledge of menu items
- Processed cash, credit cards, and vouchers payments
- Oversaw bar inventory, restocked supplies, and placed orders
- Prepared and served drinks and cocktails
- Trained and supervised new staff

MACHINE OPERATOR

HEEMSKERK Fresh & Easy - Rijnsburg, Netherlands | Nov 2017 - Dec 2018

- Operated machines of various food processing in a busy factory setting (ensuring all machines are working to their optimal settings, to reduce downtime)
- Adhered to health and safety regulations whilst ensuring that production is optimal
- Trained and helped new staff to achieved company goals

ADMINISTRATIVE ASSISTANT, CUSTOMER SERVICE AND TECHNICAL SUPPORT

Connect Plus s.r.o. - Prague, Czech Republic | Mar 2016 - Oct 2017

- Provided administrative support (scheduled meetings, appointments, and transport)
- Managed daily calendar (meetings, installations)
- Received and answered emails and correspondence from clients and handled internal communication
- Answered and directed calls
- Managed weekly calendar (meetings, installations)
- Drove client feedback to deliver information to management for corrective action
- Resolved customer problems and complaint (suggested optional loyalty offers)

RECEPTIONIST, ADMINISTRATIVE SUPPORT

PRO.MED.CS Praha AS - Prague, Czech Republic | May 2015 - Feb 2016

- Greeted incoming visitors and clients professionally and provided friendly, knowledgeable assistance
- Answered telephone calls (multi-line telephone system)
- Answered questions, resolved or escalated issues to the management to satisfy customers
- Aggregated and prepared documentation and reports for office meetings, distribution and filing