

# IGOR KALACIOV

## RESUME LINK

### PERSONAL DETAILS

<b>Address:</b>	29 Prospect House, Belle Vue Road, Shrewsbury, SY3 7NR	<b>Date of Birth:</b> 10/11/1991
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### PROFESSIONAL PROFILE

I am a conscientious and enthusiastic person always looking for new challenges. I consider myself to be hard working, I thrive under pressure and have a genuine passion for learning new skills. Having acquired a lot of experience working within the catering industry I believe I have gained numerous transferable skills. Most importantly, I have learned to communicate effectively with a wide variety of people from different backgrounds. I have always had a passion for computers and my goal is to build my career around this. Therefore I am progressing on a software development course and am very excited by the opportunities this will create.

### COMPETENCIES

Competent - HTML5, CSS3, Bootstrap Framework (including responsive design), UX, DOM traversing

Developing understanding - JavaScript, jQuery, RESTful API (interacting with JSON format)

Still to cover on curriculum - MySQL, Python, Django

To showcase my coding abilities I have developed a resume website which allows its users to discover more about me and the curriculum I am following, view my Github and get in touch. You can view the website here

Alternatively my Github profile can be viewed here <https://github.com/Naksggh>

## EDUCATION

### **Sept 2018 - present - Code Insitute**

Diploma in Full Stack Software Development

### **Nov 2017 - Chartered Institute of Linguists:**

48 credits towards IoLET Level 6 Diploma in Public Service Interpreting

### **July 2016 - Pearl Linguistics:**

Community interpreting certificate

### **Jun 2011 - Thomas Adam's Grammar School, Wem:**

A2 levels in Russian and Business Studies

### **Jul 2009 M. Gorkogo High School - Lithuania**

13 GCSE equivalents including Maths and English

## EMPLOYMENT HISTORY

### **Part time Freelance Interpreter - Shropshire**

**March 2017 - present**

**Languages:** Russian + English

#### **Responsibilities/skills:**

- Affiliated member of CIOL (Chartered institute of Linguists)
- Working with interpreting agencies (appointments at hospitals, schools and local government organisations)
- Working with independent clients on an ad hoc basis

### **Loch Fyne Restaurant - Shrewsbury**

**Sep 2017 - present**

**Role:** In-Store Coach + Duty manager/Supervisor

#### **Responsibilities/skills:**

- New staff inductions
- Training to brand standard level of service
- Overseeing staff progress; menu knowledge, uniform check, customer interaction
- Customer first point of contact/dealing with complaints
- Checking and accepting deliveries
- Closing procedures (cash counting and data input)

### **Ask Italian - Shrewsbury**

**Sep 2016 - Sep 2017**

**Role:** Supervisor

#### **Responsibilities/skills:**

- Supervising busy service
- Dealing with customer complaints and queries in person, over the phone and through email

- Motivating the team with a can-do attitude
- Ensuring sales targets are met

**Lion + Pheasant Restaurant - Shrewsbury**

**July 2015 - Sep 2016**

**Role:** Head waiter

**Responsibilities/skills:**

- Leading the front house team in daily service and large functions
- Dealing with customer complaints and queries
- General admin (responding to emails and TripAdvisor)
- Liaising with suppliers
- Communication point between back and front of house

**Loch Fyne Restaurant - Shrewsbury**

**March 2014 - July 2015**

**Role:** Waiter

**Responsibilities/skills:**

- Managing a busy section of the restaurant
- Effectively communicating with both staff and customers
- Ability to work under pressure in a high turnover restaurant
- Conduct daily shift briefs
- Stock taking

**SMG solutions - Coventry**

**Sep 2013 - March 2014**

**Role:** Salesperson

**Responsibilities:**

- Customer service and communication
- New customer acquisition
- Meeting sales targets
- Working to strict deadlines

**Barclay Brothers Hotels - Sark, Channel Islands**

**June 2011 - Sep 2013**

**Role:** Kitchen staff, Front of house staff, Administrative coordinator

**Responsibilities:**

- Food preparation
- Team working
- Attention to detail
- Customer service
- Managing staffing/rotas
- Office skills/filing/typing

**REFERENCES**

Available on request