

IGOR KALACIOV

PERSONAL DETAILS

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LinkedIn: <http://www.linkedin.com/in/Igor-Kalaciov-LI>
Resume Website: <https://naksgh.github.io/My-Resume/>

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: <https://naksgh.github.io/My-Resume/>

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