**IGOR KALACIOV**

RESUME LINK

**PERSONAL DETAILS**

**Address:** 29 Prospect House, **Date of Birth:** 10/11/1991

Belle Vue Road, **Email:** igorkk@live.ru

Shrewsbury, **Tel:** +44 (0) 7899 927 425

SY3 7NR

**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/Naksgh>

**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