**Curriculum Vitae**

Angelika Zywczyk

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Personal Statement

I am a highly motivated dynamic graduate from IT Tallaght with excellent customer service standards, front line aviation experience and strong interpersonal skills. I am an organised, responsible, reliable and hard working individual comfortable working as part of a team. I have extensive experience working in a busy and pressurised environment which I gained in Meta Office and The Powerscourt Hotel. Through my hard work at Camile Thai and Quigley’s Nutgrove I have gained the opportunity to progress from a part-time employee to a manager/leader figure which is a valid example of my fast learning skills and dedication. I also speak fluent English, Polish and basic Spanish, I’m holding a Full Irish Driving License and I feel I would be an asset to a company.

Hands-on work experience & Training

* Microsoft Office
* Google Sheets as per work related
* OPERA System July 2018-August 2019
* Microsoft System training as a part of college course September 2016- May 2017
* Academy of Aviation- Cabin Crew Induction Course May 2016
* Academy of Aviation- Passenger Services Induction Course February 2016
* Receptionist in The Grand Hotel Salerno in Italy as a part of Erasmus+ programme February 2015
* Receptionist in The Cliff Townhouse in Dublin City Centre October 2014- April 2015
* Office assistant in Dress For Success in 2012-2013

Work History

* **Front Desk Receptionist at Elevare, based in Meta Office, Sandyford, Dublin 2019- present**

**The duties include:**

* Check in and check out vendors & dealing with luggage
* Welcome, assist and introduce new hires into the office
* Handing out badges/ managing badges/ taking badge phots/ dealing with lost and missing badges
* Managing emails, making phone calls, and responding to requests and issues
* Dealing with access to site issues & organizing transportation
* Working day-to-day with Microsoft Office (Sharefile and Sheets) & Google Sheets
* Responsible for end of month tasks: Stock Take, Audits and Monthly Reports
* **Receptionist in The Powerscourt Hotel Resort and Spa in Wicklow 2018-2019**

**The duties included:**

* check in and check out
* dealing with luggage
* billings & controlling guests finances
* dealing with complaints & issues
* organizing trips/ free time/ transportation/ special occasions
* cashiering and running reports
* managing emails & dealing with phone calls
* **Counter/ Supervisor in a Deli, Café and Bakery Quigley’s Nutgrove in Dublin 2017-2018**

**The duties included:**

* Serving customers
* Dealing with complaints and issues
* Controlling day to day operations/ rostering/ finances/ marketing
* Dealing with phone calls
* **Counter/Assistant Manager/Manager in a restaurant The Camile Thai in Dublin 2013-2017**

**The duties included:**

* Providing the best customer service & best quality food
* Dealing with complaints and issues
* Controlling and running day to day operations/ rostering/ finances/ marketing
* **Babysitter for Sonya Lennon’s children in Dublin in 2010-2016**

Achievements

* Bachelor Degree of Arts in International Hospitality and Tourism Management from IT Tallaght 2019
* Cabin Crew Induction Course Certificate from Academy of Aviation 2016
* Airport Passenger Services Induction Course Certificate from Academy of Aviation 2016
* BTEC Level 5 HND Diploma in Travel and Tourism Management from ICFE 2016
* Team Member of the Year and Counter Assistant of the Year in The Camile Thai 2016
* Bronze Award in Gaisce the President’s Award in 2012
* Award for being a regional finalist in the AIB Build a Bank Challenge 2011/2012

Academic Record

* IT Tallaght, Blessington Road, Dublin 24, Ireland 2016- 2019
* Inchicore College of Further Education, Emmet Road, Dublin 8, Ireland 2014-2016
* St. Joseph’s Secondary School, Stanhope Street, Dublin 7, Ireland 2008-2014
* Primary School No. 11 in Ostrowiec Swietokrzyski in Poland 2001- 2008

References

* Sonya Lennon- Fashion Stylist, co-presenter Off The Rails. (Dublin).

Tel: 0862526026

* Sunny Paul Singh- Branch manager of Camile Thai Kitchen, Dolphin’s Barn (Dublin).

Tel: 0899653225

* Kanwal Singh- Branch Manager of Quigley’s Nutgrove, (Dublin).

Tel: 0892156344

* Ursula O’Donovan- IT Tallaght Humanities Sector Leader (Dublin)

Tel: 0868036414