




PERSONAL INFORMATION



Santa Baltmane

 Spechtenkamp 203, 3607 KL, Maarssen, The Netherlands
 (+31) 6 2935 9066
 baltmane.santa@gmail.com

Sex Female | Date of birth 13/09/1988 Nationality Latvian

WORK EXPERIENCE

April 2017 - Present

Receptionist

ClinkNOORD Hostel. Badhuiskade 3, 1031 KV, Amsterdam.

- Guest hosting, administration and communication responsibilities.
- Business or sector Horeca, Hospitality

September 2011 – February 2017

Waitress

Restaurant Saint Morris, Oudezijds Voorburgwal 163, 1012 ET, Amsterdam.

- Customer service
- Business or sector Horeca, Hospitality

February 2009 – July 2010

Personal assistant

Freelance Entrepreneur Assistant. Riga, Latvia

- Assistance and communication with potential and existing clients.
- Business or sector Administration, Sales

September 2007 – February 2010

Waitress

Hotel Avalon Riga. 13.janvara iela 19, Riga

- Customer service
- Business or sector Horeca, Hospitality

EDUCATION AND TRAINING

September 2010 – July 2011

Bachelor in Business Administration

CAH Dronten University of Applied Sciences (The Netherlands)

- Budgeting and Control, Policy and Project representation, EU Policy, Project tendering, etc.
- Study Program – EU Funds Management.

September 2007 – July 2010

Bachelor in Economics

Latvian University of Agriculture (Latvia)

- Economics, Math, Finance, Statistics, Accountancy, Business, Entrepreneurship, Information technology, Law, Management, Marketing etc.
- Study Program – Economics and Law.

September 2018 – Present

Self-taught programming (Python, HTML5, CSS)

More info under "Digital skills"

PERSONAL SKILLS

Mother tongue(s)

Latvian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Russian	C1	C1	C1	C1	B2
Dutch	B2	B2	B1	B1	B1

Communication skills

- Advanced communication skills gained through my experience as waitress and receptionist.

Organisational skills

- Gained through my experience as receptionist due to the fast and busy working environment where high level multitasking was necessary.

Analytical skills

- Gained through my studies and personal characteristics (critical, observing and detail-oriented).

Digital skills

- **Python** programming language
 - Tkinter- Python's standard GUI package;
 - Pandas – software library for Python for data manipulation and analysis;
 - Flask – Python framework for web development.
- **HTML** and **CSS**;
- **Git** and **GitHub**;
- Experienced in **Microsoft Office**;
- Proficient user of **Windows**, e-mail, **Internet**, social media, online banking.

Other skills

- Social and intercultural skills gained through working and studying in an international environment with people from different cultural and social backgrounds.
- Ability to work under pressure due to work experience in customer service.
- Problem solving and creativity skills gained through work as receptionist where in busy hours problems had to be solved right away.

Driving license

B

ADDITIONAL INFORMATION

Courses

- Udemy Online Courses (Python, Tkinter, UX Design, Flask)
- Intensive Dutch Course B1 and Certificate (February – March 2017).
- GMAT Course (February 2014)
- Nederlands als Tweede Taal Programma 1 Course and Staatsexamen. (November 2012 – November 2013.
- Intensive English Course (August – 2010).

Thesis and Internship Research

- Bachelor Thesis (Analysis of the Foundation and Performance Possibilities of Business Consultancy Company “Padoms” Ltd in Latvia and the Netherlands).
- Internship Research (New Food Chain Models and Benchmark of Regional Food Chain for Eemlandhoeve Bio Farm).