CV
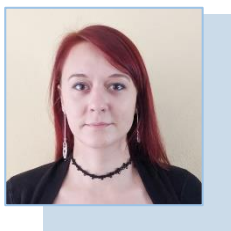
Santa Baltmane

📍 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.

September 2011 – February 2017

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

▪ Customer service

February 2009 – July 2010

Personal assistant
Freelance Entrepreneur Assistant. Riga, Latvia

▪ Assistance and communication with potential and existing clients.

September 2007 – February 2010

Waitress
Hotel Avalon Riga. 13.janvara iela 19, Riga

▪ Customer service

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, Psychology, Sociology etc.

▪ Study Program – Economics and Law.

PERSONAL SKILLS

Mother tongue

Latvian

Other languages

	UNDERSTANDING	SPEAKING	WRITING
English	C1	C1	C1
Russian	C1	C1	B2
Dutch	B2	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**;
▪ Good understanding of **JavaScript and jQuery;**
▪ Web Development**: HTML5**, **CSS3** and **Sass**, **Bootstrap, Heroku, Flask**;
▪ **Git** and **GitHub**;
▪ Databases**: MySQL, SQLite, PostgreSQL**;
▪ Other Technologies**: Figma, Gimp, Atom, PyCharm, Jupyter Notebook, tkInter;**
▪ Experienced in **Microsoft Office**;
▪ Proficient user of **Windows**.

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

Yes (B)

ADDITIONAL INFORMATION

Courses

▪ Udemy Online Courses *Self-Study* (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

▪ **Batchelor 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).