

CURRICULUM VITAE

Sandra Berzkalna
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PROFILE:

I am very reliable person and always try to exceed my own expectations. I also enjoy responsibilities and the tasks required on a daily basis in any of my given roles, I carry out my work very efficiently and always in a professional manner. I always take responsibility for my own actions and always ensure that my work is carried out to the best of my abilities. I am more than able to work in high pressure environments and in previous employments I have shown this. I am customer focused, friendly and polite. I would love the prospect of new challenges and feel I would work well in and be a great asset to any team.

QUALIFICATIONS:

2021	Full Stack Web Developer, Code Institute, Dublin
2014 Jan	"Tourism and Hotel Services" – Hotel service manager, College of Business Administration, Riga, Latvia
2012 Jan	Clerical Receptionist Skills, FAS Training Centre, Garrycastle, Athlone
2005	Bachelor in Computer Science – Daugavpils University, Daugavpils, Latvia

KEY SKILLS:

- Knowledge of basic coding languages HTML/CSS and common operating systems
- Ability to give and follow instructions
- Can be relied upon to work on own initiative
- Good organisational skills and work well as part of the team
- Creative person
- Able to communicate in fluent English, Russian, Latvian languages

HOBBIES & INTERESTS:

Since moving to Roscommon I have integrated really well and it is now home. My family and I have become very much part of the community. I am part of a walking group in the evening which I love the socialising aspect, and other group events that come up. I am also an avid reader, and very much enjoy time with my family.

REFERENCES:

Axa Assistance – John Reilly (089) 4397872, Kilmartin N6 Retail Park, Athlone
Declan Molloy (090) 6625940, Abbeytown, Roscommon
Sean Mulry (087) 9074637, Golf Links Road, Roscommon

EMPLOYMENT HISTORY:

Jan 2020 - Present

BORN Clothing
Roscommon

Sales Assistant

Greeting and serving customers as they enter the store. Advising and assisting customers. Handling complaints or forwarding serious issues to the manager on duty. Conducting customer transactions. Replenishing the supply of stock on the shelves. Assisting with store deliveries.

July 2017 – Jan 2020

AXA Assistance Ireland
Kilmartin N6 Retail Park
Athlone

Customer Service Advisor Ireland and UK Assistance Team

Duties included answering on motor breakdown calls within Ireland, UK and Europe. Providing home emergency within Ireland and UK. Working with maps and service providers. Looking after deployment list. Managing difficult situations in order to meet customer's expectations and reduce complains. Paying and filing invoices. Validating car hire policies.

Oct 2012 - Apr 2017

Molloy's Artisan Bakery
Roscommon

Confectionery Team Leader

Duties included managing work in confectionery. Decorating and delivering wedding cakes. Dealing with customers.

Apr 2012 – Oct 2012

Maternity Leave

Sep 2008 – Apr 2012

Molloy's Artisan Bakery
Roscommon

Confectionery Assistant

Duties included making and decorating cakes, pastries. Dealing with customers and make their wishes become real.

Jan 2008 – Jun 2008

Kilbride Development LTD
Roscommon

Office Assistant

Duties included answering on phone, receiving and sending emails, working with MS Excel and accounting.

Aug 2007 – Jan 2008

The Pepper Mill
Roscommon

Waitress

Duties included serving customers and working with till.

May 2006 – Jun 2006

Harrison Coffee House
Roscommon

Waitress

Duties included serving customers and working with till.

Nov 2005 – Feb 2006

Timothy's Londis
Abbeytown, Roscommon

Shop Assistant

Duties included serving customers and stocking shelves.

Oct 2004 – Nov 2005

Latvia

Teacher of computer systems