

Stanislav Karzhev

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Education

Bsc (Hons) Chemistry 2:1, Queen Mary University of London 09/2017 – 06/2020

A levels, Woodhouse College 09/2015 – 07/2017

- **Maths**
- **Chemistry**
- **Physics**

GCSE's, Heartlands High School 09/2010 – 07/2015

- **9 GCSE'S A*B**
- **A in Maths**
- **A in English**

Professional Experience

Assistant Manager, G&S Jewellers 12/2020 – 09/2021

- Initiated the use of an ecommerce website in order to drive more sales via Shopify
- Monitored marketing trends and researched consumer markets for new opportunities
- Built long lasting relationships with suppliers of various brands and goods
- Communicating with workshop team to fulfill and satisfy client orders
- Promoted products and store website via social media ad campaigns

Associate Manager, Cashpoint Pawnbrokers and Currency Exchange 11/2018 – 11/2020

- Implemented the use of Bitcoin, a type of digital currency as an additional payment method
- Setup and installed a cryptocurrency ATM which provided customers with the service to buy and sell digital currencies
- Established the use of a mobile app that provided users a way to easily view their transactions/loans and to facilitate payments
- Introduced jewellery/precious metal valuation as additional services
- Monitored weekly and monthly P&L reports for every service/product provided, whilst implementing improvements where necessary

Customer service assistant, Cashpoint Pawnbrokers and Currency Exchange 06/2016 – 11/2018

- Identifying customer needs and wants
- Managing and resolving customer complaints/queries
- Inputting and processing customer information on a database
- Promoting special offers
- Meeting and exceeding store commission targets
- Checking the functionality, condition, diagnostics and value of electronic items
- Checking the validity of customer ID and documents