Tomas Lukosevicius

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**Personal Statement**

A confident, multi-skilled and capable individual with developing knowledge of web development. Good analytical and problem-solving skills and ability to complete tasks in a time effective manner.

**Objective**

Seeking a new challenging Junior Web Developer’s position. One which will make best use of my existing skills and further my development.

**Professional Experience**

**MASH PURVEYORS LTD Mar 13 –Jun 19**

**Sales Admin**

Mash Purveyors is one of largest fruit end veg suppliers in London. Supplying places such as Gordon Ramsey,

Diner by Heston, Chiltern Street, Bafta etc.

* Order proceeding (live calls, emails, fax)
* Invoice / credit note production
* Order tracking (tracking thru GPS, over the phone)
* Problem solving (delivery timings, shortages, produce quality issues etc.)
* Price updates (keeping costumers updated with current market prices)

**Telesales/Costumer services**

**NATURAL KITCHEN LTD (LONDON) Oct 12 – Mar 13**

Natural Kitchen has multiple branches throughout the Central London area specialising in Organic Artisan food.

**Head waiter:**

* Supervising small team of co-workers.
* Working as part of a team.
* Making recommendations upon request, handling complaints.
* Promoting a strong company image whilst adhering to company policies and procedures.
* Promoting and maintaining a high level of customer service satisfaction.
* Evaluating and conducting training programs for staff such as customer service and sales.

**TINSELTOWN LTD (LONDON) Dec 08 – Sept 12**

Tinseltown has multiple branches throughout the South East specializing in American Diner food.

**Restaurant Manager Jan 11 – Sept 12**

**Team supervision:**

* Dynamic leadership abilities concentrating employee supervision and training in daily job responsibilities.
* Collaborated on management of daily operations within the organisation.
* Supervised staff performance of 15 employees. Allocated staff responsibilities and encourage them to increase employee productivity.
* Multicultural understanding.

**Customer care:**

* Ensuring that costumers are satisfied and enjoyed their experience at the restaurant.
* Dealing with complaints on timely basis.
* Promoting strong company image whilst adhering to company policies and procedures.

**Performance** **reporting**:

* Opening and closing shifts, including daily reconciliations of sales and finalising cash tray.
* Preparing daily and weekly cash reports.
* Stock control.
* Preparing weekly and monthly performance report to regional manager.
* Setting up and driving towards reaching sales targets.
* Organising marketing activities such as promotional events and discount schemes.

**Supervisor Jul 09 – Dec 10**

**Floor team supervision:**

* Supervising floor staff of 8 employees.
* Assisting restaurant manager in performing daily tasks.

**Customer care:**

* Performing excellent customer service.

**Barman Dec 08 – Jun 09**

* Preparing and serving drinks.
* Working as part of the team.
* Maintaining well groomed appearance.
* Handling cash and card payments.

**Gaucho (LTD) Jan 08 – Nov 08**

Gaucho has multiple branches throughout UK specializing in authentic Argentinian cuisine and providing a high class service.

**Cocktail Bartender**

* Making cocktails and serving drinks for customers
* Organise, clean and stock the bar before and after the shift to ensure smooth and clean running of the service.
* Maintain that the bar is presentable at all times.
* Execute policy of alcohol consumption.
* Mixology training and a good working knowledge of cocktails.
* Multitasking to serve both bar customers and wait staff.
* Closing and balancing till at the end of the shift.

**Professional Qualifications**

***Web Development – Oct 19 – Jan 20***

***Create your Own Website*** *-* ***Jul 12 – Nov 12***

*Passed level 1 and level 2; Haringey, London*

**Gaucho academy certificate** - **Jan 08**

**Small business management, Training programme, Kaunas, Lithuania**-**Sep 07 – Jun 08**

Final paper theme: Retail store business plan.

**Additional Skills**

* + - Proficient user of restaurant software.
* A self-taught level of IT proficiency with excellent computer skills including, but not limited to:
  + Operating systems: Microsoft Windows.
  + Office software (including 2007): Microsoft Word, Excel, Access, Outlook.
    - In-depth knowledge of the most commonly used business and home user software packages.
    - Other Languages – Russian and Lithuanian.

**References**

Available on request.