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| |  |  |  |  | | --- | --- | --- | --- | | SIMONA STOYCHEVSKI    **Professional summary**  I am an exceptionally motivated, organised and dependable candidate successful at managing multiple priorities with a positive attitude.  I am always willing to take on added responsibilities to meet the team's goals.  At present I am seeking to maintain a full-time position that offers me professional challenges thus enabling me to draw upon my interpersonal, time management and problem-solving skills.  Skilled at handling difficult situations head on, I work brilliantly under pressure and to my own initiative whilst adhering to strict deadlines.  **Work history**  Crew member, 04/2019 - 12/2020  McDonalds , Reading, Berkshire   * Established professional relationships with peers to enhance productivity and teamwork. * Acted as team player by helping colleagues finish their tasks. * Achieved excellent customer service by greeting customers and meeting quality expectations. * Flexibly took on various roles to support workflow. * Addressed questions, concerns and complaints of customers. * Trained in food safety and hygiene practices. * Completed opening and closing procedures each day. * Operated cash register to take payments and process orders.   Crew member, 04/2020 - 04/2020  German Doner Kebab, Reading, Berkshire   * Established professional relationships with peers to enhance productivity and teamwork. * Collaborated and offered support with extra tasks to meet team goals. * Acted as team player by helping colleagues finish their tasks. * Achieved excellent customer service by greeting customers and meeting quality expectations. * Flexibly took on various roles to support workflow. * Addressed questions, concerns and complaints of customers. * Trained in food safety and hygiene practices. * Completed opening and closing procedures each day. * Operated cash register to take payments and process orders.   Actress and performance artist, 09/2010 - 11/2015  The Theatre of North Macedonia, Bitola   * Developed stage characters to completely embody acting roles. * Entertained guests by arranging, adapting and improvising popular music. * Interpreted director's notes and incorporated feedback into performances. * Narrated live theatre shows, informing and entertaining audiences. * Rehearsed lines and improvisation for convincing performances. * Spoke clearly, controlled voice and delivered lines with proper tone and inflection respective to roles. * Dressed in comical clown costumes and makeup and performed comedy routines to entertain audiences.   Soccer Games Cashier , 04/2010 - 08/2014  Eveo Gol, Bitola   * Handled cash and asset counts with meticulous accuracy and efficiency. * Promoted loyalty programme to increase customer database and encourage repeat visits. * Provided excellent customer service by recommending additional products and services to meet customer needs. * Maintained high-quality guest service and professional demeanour.   **Education**  **Higher Diploma Graphic Technician, Graphic Design Level 4,** 01/2011 - 12/2011  Taki Daskalo Bitola - Macedonia  **Languages**   |  |  |  | | --- | --- | --- | | **English:**    Advanced |  | **German:**    Intermediate |   **Additional information**  I have completed a TQUK level 2 Certificate in Counselling Skills (RQF) on 17/08/2023 (The Skills Network). | | |  |  | | --- | --- | |  | 21 Armadale Court, Westcote Rd, Reading, Berkshire RG30 2DF | |  | 75655635890, 75655635890 | |  | simon4enceto@hotmail.com |   **Skills**  .   * Relationship building * Behaviour management * Exemplary communicator * Skilled problem solver * Team player * Creative |

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