**Anna M.Ulatowska**

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Highly motivated, energetic, fast-learning and reliable ESL educator, with an experience in banking, general office work with assistance for HR and customer service is seeking a full time employment. A strong talent to develop and maintain relationships with customers. Excellent communicative skills in person or via phone or email. Detail oriented, multitasking, great team player with proficient computer skills. Working knowledge of Polish. Efficient in fast-paced environment and able to prioritize to accomplish objectives.

**PROFESSIONAL ACCOMPLISHMENTS**

* Improved office efficiency and customer service by creating and instituting new documents managementsystem for Polonez Parcel Service and Riverdale Storage Center, Inc.
* Identified and developednew clients and markets that increase company market presence and sales by a rate of 10%
* Actively participated in Polonez Parcel Service, Inc advertising campaign, slogan and layout of advertisements in mass media, restructured and updated company’s website
* Working in high volume production, security monitored area and under strict time constrains met production goals and department requirements within 5 weeks when allowed 3 months for training

**PROFESSIONAL EXPERIENCE**

Bank of America

Hartford, CT August 2009 – Sept 2011

*Cash Service Representative*

- Handling cash and checks in a secure environment under strict time constraints for internal and external clients

- Receiving deposits from armored carriers or internal departments, verifying and reviewing them for fraud, preparing adjustments, crediting or debiting accounts, processing payments, preparing cash deposits for shipment to the Federal Reserve, maintaining proper records and reconciling balances

- Maintaining compliance with all bank policies including state and federal regulations

**Alma Mater, School of Foreign Languages**

Łomża, Poland Sept 2007 – June 2009

*English as a Second Language Teacher*

- Implemented annual curriculum

- Initiated and conducted Parent-Student-Teacher counseling

- Participated in professional staff development activities to enhance competence in the use of educational materials, instructional programs, and other professional skills

- Utilized a variety of computer programs in English and in Polish in order to effectuate the above duties

**Polonez Parcel Service, Inc, Riverdale Storage Center, Inc**

West Springfield, MA Oct 2005 – June 2007, May 2008 – Sept 2008

*Administrative Assistant/ HR/ Customer Service Support*

- Prepared documentation for the US and Polish Custom Offices for shipping private and business parcels

- Issued invoices for companies and private recipients in Poland and in the USA in compliance with international regulations

- Acquired new markets and clients by offering the company’s services, negotiating terms and conditions of new contracts and maintained existing ones

- Supervision of dependable affiliates, bank deposits, issuing monthly invoices and collecting due rents for private and commercial accounts

- Recruitment and selection; new hires background check, orientation and packages preparation, management and update of workforce personnel files; bonuses, rewards, payroll, schedule management

- Interaction with customers via phone, emails and personally; handling multi line phone system

- Utilized a variety of computer programs in English and in Polish in order to effectuate the above duties (Microsoft Office and Excel, Power Point, QuickBooks)

**EDUCATION**

Central Connecticut State University Sept 2011 – Anticipated May 2013

Master’s Degree in TESOL

Saint Joseph College, West Hartford, CT Sept 2006 – May 2007

The Human Resources Professional Certificate Program

Teachers’ Training College, Łomża, Poland Sept 2002 – June 2005

Bachelor’s Degree in Foreign Language Learning