**CURRICULUM VITAE**

I am currently working as a supervisor in the cleaning industry however I am passionate to start a career in IT so undertook a study program to prepare me for the IT Support sector. I recently graduated from an IT Technician Traineeship specialising in troubleshooting hardware and software issues through a series of courses, practical work and official certifications. I am a real people person with excellent communication skills at all levels. I am confident that I will hit the ground running and be an asset to your organisation.

**PERSONAL DETAILS**

**NAME**: Lucie Janostikova

**RESIDES**: Warrington, Cheshire

**CONTACT DETAILS:** (M) 07549 442 105

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**IT TECHNICIAN TRAINEESHIP IT Career Switch Ltd**

IT Technician Traineeship

Nov 2018 – Aug 2019

The IT Technician Traineeship specialized in preparing me for the IT Support sector through a series of intense courses and practical application.

Courses studied included:

CompTIA A+, Network+, Security+

MCSA Microsoft Windows 7 & 10

Cisco CCENT

* Installing, Configuring & migrating windows 7 and 10 Operating Systems
* Configuring Security systems & windows firewall
* Troubleshooting common system problems
* Configuring and managing printers, configuring mobile devices
* Configure, manage, and maintain essential network devices
* Design and implementing a functional network
* Active Directory – unlocking user accounts, resetting passwords, searching users
* Implement network security, standards, and protocols

I have recently fully passed my CompTIA A+ qualifications specializing in troubleshooting hardware and Software issues. More information on this certification can be found at: <https://certification.comptia.org/certifications/a>

**2019: CompTIA A+ 220-901 & 902**

**SYSTEMS EXPERIENCE**:

Windows desktop systems, install, patching, troubleshooting, hardware replacement

Extensive experience with the Microsoft Office suite

Thorough understanding of computer, networking and security concepts Working knowledge of Windows XP, Vista, 7, 8/8.1, 10, Windows Server 2008/2012, Active Directory, PowerShell, Remote Access/Desktop and VMware

**CAREER HISTORY:**

**Jul 2018 - Present ISS Facility Services**

**POSITION HELD: Cleaning Supervisor**

* Supervising a team of 4 cleaners
* Responding positively, politely and promptly to all customer requirements and carry out duties in a professional and courteous manner
* Ensure an accurate flow of communication in the day to day service delivery of the contract
* Participating in the Health and Safety Policy of the company and report any dangers, near misses or hazards
* Making monthly orders of cleaning supplies and materials

**Dec 2017 - Jul 2018 Homebase**

**POSITION HELD: English Tutor**

* Tutoring English language for beginners as a freelancer

**Mar 2016 - Nov 2017 Cottons Hotel & Spa**

**POSITION HELD: Deputy Housekeeping Manager**

* Support with the management and organisation of the department
* Responsible for roles such as staff training, stock taking, upholding cleanliness standards and the organisation of staff rota according to wage budgets
* Attendance in head of department meetings and training
* Carrying out induction and Health and Safety training
* Cooperation with maintenance manager, operations manager, reception, reservations and general manager

**Nov 2015 - Jan 2016 Royal Mail**

**POSITION HELD: Parcel Sorter/Loader**

* Loading and unloading vehicles with parcels
* Sorting parcels into correct postcode areas
* General warehouse duties - keeping the work area clean and tidy
* Working part of the team and under my own initiative with high accuracy level

**Sep 2014 - Sep 2015 Abbey Hotel**

**POSITION HELD: Housekeeping Supervisor**

* Playing a lead role in the housekeeping team, coordinating room attendants
* Ensuring quality standards and inspecting guest rooms and public areas
* Training new starters and in busy times helping with cleaning rooms
* Support of housekeeping manager
* Checking supplies, cleaning materials
* Making rotas and sheets for room attendants
* Communication with reception and guests, dealing with lost property

**Feb 2014 - Aug 2014 Abbey Hotel**

**POSITION HELD: Room Attendant**

* Cleaning rooms efficiently and according to company standards
* Comply with health and safety procedures
* Teamwork and time keeping

**Nov 2011 - Jan 2014 Abbey Hotel**

**POSITION HELD: Room Attendant**

* Dealing with customers - reservations/complaints/general information
* Administering all reservations and cancellations in line with company policies
* Keep up to date with current promotions and hotel pricing to provide information to guests on request, while maximising bedroom sales opportunities
* Conduct regular security checks throughout the day and report any security issues to line manager
* Keeping the hotel reception area clean and tidy at all times

**Nov 2011 - Jan 2014 Language School Slune**

**POSITION HELD: Assistant of Language Teaching manager**

* Responsible for administrating and inputting data into Excel charts
* Researching for information on the internet and in internal sources
* Communicating with teachers via email and on the phone
* Processing, filling, scanning and updating teaching materials
* Cooperating with the Sales Assistant

**EDUCATION**:

**Silesian University (***Opava CZ)*

Bachelor's Degree: Spa and Tourism

**Business Academy - Economic lyceum** *(Ostrava CZ)*

Subjects:Czech, English, Spanish, Economics, IT, Accountancy, Business Administration, Management and Marketing