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PERSONAL PROFILE

Highly experienced operational and customer service professional who is currently upskilling in the areas of Digital Transformation, Data Analytics and Project Management.

Excellent organizational and communicational skills, gained in management roles and while managing operations in a busy hotel environment and running my own restaurant business.

Ideally looking for an opportunity to use both my experience and my upskilling knowledge to contribute to a progressive business and learn from entry level so I can successfully transition into a new and exciting career.

SKILLS AND COMPETENCIES

- Excellent Communication Skills and Strong Customer Service Experience
- Well Organised with Solid Administration Skills
- Working to Regulations
- Attention to Detail
- Teamwork
- Following Process / Procedure
- Adaptable / Flexible
- Communications
- Organisation & Planning
- Learning Agility
- Leadership
- Bilingual – English, Polish

TECHNICAL SKILLS

- Applications: Tableau Desktop, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook),
- Programming Languages: SQL
- Database Systems: Microsoft SQL Server Management Studio
- Mind mapping tools
- Operational knowledge of Time & Attendance System
- Operational knowledge of Fidelio, Opera and Visual One system

EDUCATION

2021-2022 Future In Tech Programme, CENIT College -Data Analyst Pathway

- Microsoft Technology Associate (MTA) Examination 98-364 Database Administration Fundamentals – Certificate Awarded
- Foundations in Data Analytics- Certified Tableau Desktop Specialist

2021: ICD Business School

- Modules: Project Management, Lean Yellow Belt- Certificate Awarded

2021: Independent College Dublin

- Modules: Data Analysis and Statistics- Certificate Awarded
- 2021: Digital Skills Acceleration Programme - ICBE
- Modules: Project Management – P3.express, Fundamentals of Lean problem-solving
- 2007: Master studies in International Relations
University of Wroclaw
- 2005: Bachelor`s degree in International Relations
University of Lower Silesia

EMPLOYMENT HISTORY

Bayside Bistro Achill Island | Co- owner

July 2011- September 2019

- Involved in every aspect of daily running of the operation
- Staff recruitment and training
- Dealing with customers and their queries person, on the phone and social media
- Responsible for social media presence of the business
- Making sure staff is adhering to Standard Operating Procedures

For the last five years of running the restaurant I was heavily involved in the kitchen operations. Running this business gave me opportunity to learn from professional chefs which culminated in me being able to run kitchen operations daily on a Head Chef level.

Accommodation Manager, Duty Manager | The Maldron Hotel, Tallaght

Feb 2009– July 2011 – Extended Maternity Leave

Hotel was just acquired by the Maldron hotel group and was in process if transformation into company standards.

- Responsible for daily running of the department, and managing a team of 15 people, consisting of a supervisor, linen porters, and accommodation assistants.
- Ensuring that all areas of the hotel are kept to a required standard, with responsibility for 116 bedrooms and public areas
- Responsibility for writing an accommodation roster and managing a payroll on a weekly basis
- Designing monthly training calendars and conducting daily trainings
- Responsibility for stock takes and ordering in stock required
- Recruitment and extensive training of accommodation team

Achievements: I successfully retrained existing team and recruited new members to comply with Maldron brand standards. I also established new Operational Procedures and training schedule for the whole department.

Assistant Accommodation Manager, Accommodation Supervisor | Royal Marine Hotel, Dun Laoghaire

Sep 2007 to Jan 2009

- Working closely with the Accommodation Manager in the daily running of the department and managing a team of up to 40 people, consisting of 4 accommodation supervisors, laundry attendants, linen porters, and accommodation assistants.
- Ensuring that all areas of the hotel are kept to a '4-star deluxe standard', with responsibility for 228 bedrooms and all public areas.
- Responsibility for writing the accommodation roster on a weekly basis.
- Forecasting payroll in line with budget
- Communicating with other departments of the hotel and attending daily management operational meetings.

- Dealing with guests queries on a daily basis, making sure that everybody receives the best possible service
- Designing monthly training calendars for the Accommodation Department.
- Managing and approving the 'Time and Attendance' payroll system on a weekly basis.

Achievements- During the 2 months of busy summer season in 2008 I was acting as a department head in the absence of Accommodation Manager.

**Assistant Accommodation Manager, Acting Accommodation Manager | The Morgan Hotel, Dublin
June 2007 to Sep 2007**

Trendy boutique hotel in Temple Bar

Accommodation Supervisor | Jurys Croke Park Hotel July 2006 to May 2007

- Within 3 weeks after my start as Accommodation Assistant I have been promoted to a Supervisory Role.

ADDITIONAL INFORMATION

INTERESTS

Weightlifting, boxing, reading, politics, trekking