

# VERONIKA KRYLOVA

 krylovavera2701@gmail.com

 587-341-9040

 220-5211 25 Ave NW,  
Edmonton, Canada T6L 7G9

## SKILLS

- Liquor Law Compliance
- Time Management Skills
- Credit and Cash Transactions
- Product Knowledge
- Merchandise Receiving and Handling
- Cash Counting
- Positive Customer Engagement
- Scanner Operation
- Conflict and Complaint Resolution
- Recommend Menu Items
- Billing and Payment Processing
- Dining Room Cleaning and Upkeep

## EDUCATION

**Kyiv National University of Economics**  
Kyiv, Ukraine • Expected in 06/2025

**Bachelor of Science:** Faculty of Economics And Management

**Mariupol Technical Lyceum**  
Mariupol • 05/2021

**High School Diploma**

## CERTIFICATIONS

- [Responsible Liquor Sales and Service] Training - [July 11, 2023 - July 11, 2028]

## PROFESSIONAL SUMMARY

Service-driven Liquor Store Clerk with expertise in cash register systems and known for processing sales data quickly and effectively. Dependable and reliable, offering exceptional record of flexibility and attendance. Considered smart, adaptable and versed in wide-ranging products.

## WORK HISTORY

### Millbourne Liquor Ltd - Cashier

190 38 Ave NW, Edmonton, AB T6K 3L6 • 06/2023 - Current

- Greeted customers entering store and responded promptly to customer needs.
- Built relationships with customers to encourage repeat business.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Worked flexible schedule and extra shifts to meet business needs.
- Restocked and organized merchandise in front lanes.
- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.
- Stocked, tagged and displayed merchandise as required.
- Worked closely with shift manager to solve problems and handle customer concerns.

### Cafe Uncle Givi - Waitress

Mariupol, Ukraine • 06/2021 - 08/2021

- Remained calm and poised when dealing with difficult customers or during busy shifts.
- Greeted new customers, discussed specials, and took drink orders.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business.

### Household Goods Store - Shop Assistant

Mariupol, Ukraine • 02/2020 - 06/2021

- Monitored customers for signs of security concerns and escalated issues to management.
- Supported production needs by performing routine tasks using standard procedures and equipment.
- Recommended complementary purchases to customers, increasing revenue.
- Maximized safety and production levels by frequently cleaning and organizing work areas.

