

Katerina Steflickova

Colne 
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Twitter/Blog/Portfolio

Skills

- Customer Service
- Interpersonal Skills
- Computer Skills -MS Office, Google Drive
- Time management
- Leadership skills
- Problem-solving and decision making

Experience

AUGUST 2022 – PRESENT

Manager | Keelham Food Hall / Skipton

- Responding to customer queries and complaints
- Overseeing day-to-day activities on the shop floor
- Planning work schedules, rotas, and holidays to ensure a smooth run of the department
- Maintaining quality service by enforcing quality and high customer service standards
- Training, managing, and providing leadership to team members
- Conducting performance reviews and corrective actions
- Handling store opening and closing procedures
- Assisting in the recruitment and training of new employees

OCTOBER 2018 – AUGUST 2022

Department manager | Richard Wellocks & Sons Ltd / Nelson

Distribution of fresh, frozen, and ambient produce to restaurants.

- Led the team of pickers in the chilled area within a busy, fast-paced warehouse.
- Responsible for overseeing the day-to-day activities of a team of up to 30 employees
- Ensured all orders were completed in full in a timely manner
- Ensured a safe, secure, and legal work environment
- Maintained quality service by enforcing quality and customer service standards
- Trained, managed, and provided leadership to team members
- Conducted performance reviews and corrective actions

APRIL 2018 – OCTOBER 2018

Production operative | Gap personnel agency / Burnley

- Temporary jobs in warehousing and food production

APRIL 2015 – MARCH 2018

Production manager | Maxxisample s.r.o./ Telc, Czech Republic

Producer of sample books and binders for the window covering industry.

- Planned the production to ensure all orders are completed in full on time
- Organized and oversaw the day-to-day activities of a team of 20 people
- Trained and evaluated employees
- Ensured SOP and safety procedures were adhered to

JUNE 2014 – MARCH 2015

Sales assistant | Kamenny dzban s.r.o./ Telc, Czech Republic

Wine distributor and seller.

- Solely responsible for running the store on my shift
- Customer service, including serving wine and other beverages
- Stock management including rotation, ordering, and receiving
- Maintained high hygiene standards

Education

OCTOBER 2021- OCTOBER 2023

Certificate of Higher Education in Business Management and IT: / The Open University

- B100 An introduction to business and management - Pass
- TM111 Introduction to computing and information technology 1 – Distinction
- TM112 Introduction to computing and information technology 2

FEBRUARY 2021-SEPTEMBER 2021

People, Work, and Society - Access module / The Open University

– Distinction

SEPTEMBER 2011- JUNE 2014

Economics, Business and Accounting / Maturita Exam – A Level equivalent / SSTO Dacice, Czech Republic

Mathematics, Accounting, Business and Management, IT

Hobbies

- Reading
- Walking
- Baking
- Board games
- Gym

Languages

- Czech – native speaker
- English – proficient
- Polish – elementary

Other

- Driving License (B, B1)
- Food Safety and Hygiene – Level 2
- First Aid course
- Food Allergy Awareness course