Victoria Kroger

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I am enthusiastic, hardworking and determined. I am a master’s degree student studying Global and Transnational Sociology. I have a set of communication, IT and research skills.

**Work Experience:**

**June 2018-August 2018- Working at Reiss and L’Occitane warehouse facilities**

I was working fulltime for Reiss, a high-end clothing campaign during one of their large campaigns clothing campaigns in London, UK during the month of June. I was picking and packing in their warehouse, therefore my responsibility consisted of: finding and picking orders then bringing them to the packers or packing the orders and preparing them to be shipped. There was a lot of teamwork involved and problem-solving skills in the sense that you had to be very fast. When the Reiss campaign ended, I worked for L’Occitane, a high-end makeup brand, and this warehouse had similar tasks to what Reiss had.

**May 2017-July 2018- Working for FUEL hospitality agency**

I have a lot of experience as a cashier in many different environments. I have worked in bars, cafes, buffet restaurants, shops, events and kiosks. My main responsibilities involved creating a good image and providing good quality customer service. I helped with cleaning, polishing and maintaining a good environment. I helped my co-workers with their duties as well while working as a cashier. Due to these roles, I learned to work quickly and carefully in fast-paced environments while making sure that the customers were happy.

**March 1, 2016-October 14, 2016-** **Leaflet distribution**

Worked as a door-to-door leaflet distributor for ASA distribution for various different campaigns including the NHS. I was a team leader and assisted my co-worker. Despite the fact that this role was rather straightforward, I had to work fast and the role involved a lot of physical challenges, as I was carrying a 25kg backpack everyday while walking 40km every day. I had to improvise, as each area differed in its layout. As a result, I became a better problem solver, as I learned how to navigate through unknown areas very quickly.

**July 20, 2015-August 20, 2015**- **Finnish Red Cross general assistant and cloakroom assistant**

My main roles were sorting through clothes that were donated, hanging them to be taken to other stations and then preparing them to be sold by pricing and ironing the clothes. This role required paying a lot of attention to detail and decision making, as it was ultimately my decision what clothes were sold in the shop. I also helped customers around the shop with their inquiries and worked at the till.

**January 8, 2015- April 30, 2015-** **Prisma hypermarket customer service assistant and stocking assistant**

My main duties were stocking shelves in the hypermarket Prisma. This required me to work really fast, but at the same time I also had to be very careful with the items, while providing customer service to the customers walking around the shop. I had to have a very good work relationship with my co-workers because the roles I had often required teamwork. I also learned how to navigate warehouses, as I was checking the stock in the warehouse of the hypermarket. Every day, the shop had situations that needed ‘problem-solving’, so I had to adapt to those issues accordingly.

**Education:**

August 2018- Studying MA Global and Transnational Sociology at University of Tampere.

September 2015-May 2018- Studied BA Criminology at the University of Greenwich. I was awarded with First Class Honours which is equivalent to a 4.0 GPA.

September 2011-June 2014- International Baccalaureate: Upper Secondary School Diploma

**Skills:**

Time management skills- picking and packing in warehouses

Communication skills- customer service in a hypermarket

Mentoring/teaching experience- teaching people how to learn Finnish in a multicultural centre in Finland, which is targeted at helping immigrants in Finland.

Helping children learn basic daily tasks and skills in a day care.

Reliability and honesty- working as a leaflet distributor

**Volunteering work experience:**

February 2017-May 2017- I volunteered with AFRIL and helped to take care of and teach refugee children in Lewisham.

November 2014-December 10, 2014- Volunteered to help look after children in a day care for the month of November until December 10, 2014.

January 2014- Taught Finnish at Kompassi multicultural centre in Kuopio, Finland for four classes.

December 10, 2013- Helped run and organise a Christmas Party at Kompassi (a place where immigrants learn Finnish and adjust to the Finnish lifestyle after moving from a foreign country to Finland).

July 2013- Helped feed the homeless for two Thursdays in July at Emmanuel Church in Forest Gate, London.

**Languages:**  
English- Native, Finnish- Fluent, French- Fluent

**Additional Skills:**

Good knowledge of computers (Microsoft Excel, Photoshop, Wordpress, etc.), hardworking, and outgoing.

**Hobbies:**

Football, drawing, playing ukulele and bass guitar