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Professional Profile

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An established Manager, offering robust skills to lead operational and team performance. Recognised throughout career to date for setting the precedent in accurate financial management, customer experience and operational standards. Well versed in designing initiatives to engage with all stakeholders within an operation including staff training, performance management and KPI reporting. Now seeking a position where one can continue professional development and a successful track record.

Key Skills

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|----------------------------------|--------------------------|
| ✓ Operational Management         | ✓ Complaint Management   |
| ✓ Team Management & Leadership   | ✓ Budget Management      |
| ✓ Customer Service Management    | ✓ Administration         |
| ✓ Business Development           | ✓ Performance Management |
| ✓ Resource Planning & Management | ✓ Stock Management       |
| ✓ Staff Scheduling               | ✓ Reporting & Analysis   |
| ✓ Recruitment & Selection        | ✓ Microsoft Office       |

Professional Experience

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<b>Feb 2017 – present</b> <b>Languages, Oncall</b> <b>Key Responsibilities :</b> <b>Interpreting for Polish community in various situations- hospitals, GP appointments, psychological and psychiatrist treatments, police and court cases, council and social services appointments.</b>	<b>Community Interpreter, freelance</b>	<b>Capita TI, D.A.</b>
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**Oct 2018-May 2019**

**Deputy Store Manager**

**Aldi Stores Plc**

**Key Responsibilities:**

- Responsible for overseeing the day to day management of shop floor operations and staff per customer demands, brand standards and targets in place.
- Ensuring operational compliance across various metrics outlined in the food discounter industry. Auditing staff comprehension and providing timely and constructive feedback.
- Accountable for ensuring all point of sale and floor mapping resonates with marketing and brand guidelines. Training all staff in this area to ensure maximum engagement and additional spend from customers.
- Continuously evaluating areas of opportunity within marketing plans, the customer journey and promotions which can drive revenue and customer engagement.
- Utilizing various methods of management and leadership, providing inspiration to staff through initiatives, reward schemes, engaging dialogue and leading by example. Undertaking timely appraisals, highlighting performance in various metrics.
- Ensuring all staff adhere to company policies and procedures regarding conduct and capability. Invoking performance management measures in line with personnel policies, should it be required.
- Overseeing budget performance; continuously monitoring and managing headcount and overtime expenses, operational costs and revenue.
- Ensuring a framework of succession planning is in place to support brand ethos and the professional development of staff.

**Apr 2017 – Nov 2017**

**Trainee Optical Consultant**

**Boots Opticians**

**Key Responsibilities:**

- Interpret optical prescriptions written by optometrists or ophthalmologists.
- Give advice to patients on lens type, frames and styling.
- With further training, fit contact lenses and give advice on their care and use.
- Take frame and facial measurements to ensure correct fit and positioning.
- Advise partially sighted patients on the use of low vision aids.
- Advise patients when adjustments or repairs to spectacles are needed.
- Select, manage and order a range of optical products.
- Order lenses from prescription houses.
- Check lenses on delivery to ensure that they meet the required specifications.
- Arrange and maintain shop displays.
- Liaise with sales representatives from vision care product suppliers.

**Apr 2016 – Oct 2016**

**Cleaning Assistant**

**Mitie Group PLC**

**Key Responsibilities:**

- Adhering strictly to standards whilst completing cleaning tasks for a number of commercial contracts.
- Responsible for storing equipment and hazardous cleaning products in a safe, secure area to support all health and safety objectives.
- Alerting management to any issues affecting the turnaround cleaning time and taking corrective actions should it be required.
- Moving large and bulky items whilst ensuring manual handling guidelines are adhered to.
- Liaising and working with colleagues and management alike to ensure seamless operations; working as a team to ensure service levels are met.
- Responsible for replenishing cleaning materials as required in order to meet operational demands.
- Reason for leaving: in a job description development promised, but in reality, no training provided. Also dispute about pay rise.

**Feb 2008 - Oct 2015**

**William Hill Organization**

Roles Held:

- Feb 2012 - Oct 2015                      Shop Manager
- Sep 2014 - Oct 2015; LBO Grade 2 (Secondment)
- Sep 2013 - Aug 2014; LBO Grade 4
- Feb 2012 - Sep 2013; LBO Grade 4
- Feb 2008 - Feb 2012                      Deputy Manager

#### **Key Responsibilities:**

- Responsible for overseeing the day to day management of shop floor operations and staff per customer demands, brand standards and targets in place.
- Ensuring operational compliance across various metrics outlined in the betting industry. Auditing staff comprehension and providing timely and constructive feedback.
- Accountable for ensuring all point of sale and floor mapping resonates with marketing and brand guidelines. Upskilling all staff in this area to ensure maximum engagement and additional spend from customers.
- Continuously evaluating areas of opportunity within marketing plans, the customer journey and promotions which can drive revenue and customer engagement.
- Keeping abreast of local competitor activity to ensure the operation remains competitive and attractive to prospective customers.
- Utilizing various methods of management and leadership, providing inspiration to staff through initiatives, reward schemes, engaging dialogue and leading by example. Undertaking timely appraisals, highlighting performance in various metrics.
- Ensuring all staff adhere to company policies and procedures regarding conduct and capability. Invoking performance management measures in line with personnel policies, should it be required.
- Overseeing budget performance; continuously monitoring and managing headcount and overtime expenses, operational costs and revenue.
- Ensuring a framework of succession planning is in place to support brand ethos and the professional development of staff.
- Reason for leaving- personal circumstances.

**Jan 2006 - Feb 2008**

**Customer Services Assistant**

**Morrison Supermarkets PLC**

#### **Key Responsibilities:**

- Ensure that customers are offered the best service and utilising any opportunity to up sell during transactions with additional items. Working at all times to ensure sales and service targets are met.
- Remaining up to date with product range and using this knowledge to ensure a comprehensive provision for customers with enquiries.
- Responsible for ensuring all point of sale material is correctly placed to support customer engagement and providing any insight to management as to how improvements can be made.
- Handling any customer complaints with service or products with tact and diplomacy and mitigating any further dissatisfaction through concluding in a timely manner.
- Performing between a number of departments during tenure; comprehending operational and service processes in a timely fashion to support objectives and standards being achieved.
- Reason for leaving- desire to move on to different industry than food retail.

**Mar 2005 - Jan 2006**

**Customer Services Assistant**

**McDonald's Restaurant**

#### **Key Responsibilities:**

- Providing an exceptional service to walk in customers, according to strict brand and service standards.
- Adhere to food safety regulations and health and safety guidelines. Undertaking training as required to remain compliant.
- Assisting in the preparation of food, usually under intense pressure to ensure deadlines for delivering menu items are adhered to. At all times monitoring the quality of ingredients and preparatory methods.
- Supporting peers in peak periods and being recognised as an advocate for the brand through performance and attitude.
- Processing transactions using cash and card and undertaking regular reconciliations to identify and resolve any discrepancies.

- Reason for leaving- desire to progress personal career and skills in customer services field.

EARLY CAREER:

**Jan 2000 - Dec 2004                      Branch Manager                                      Asekuracja Wielkoposka**  
**Outline:** Security management and planning / Duty Supervisor / Risk assessments / Security Guard duties.

**Jan 1997 - Dec 2004                      Small Business Owner                                      Fish Shop**  
**Outline:** Team management and leadership / Merchandising / Supplier management / Stock management / Business administration.

Education & Professional Development

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**Professional Training / Courses**  
**DPI/DPSI/Community Interpreter I3 at South Thames College – 2017**  
**( language pair ENGLISH – POLISH)**  
Interview & Employing New Staff / Note Taking /  
Security & Disciplinary Investigation / Audit

**Postgraduate Secondary College for Security Guards • 2001 - 2002**  
Security Guard Level 2 (Management)

**Szczecin University • 1997 - 2000**  
Sociology  
**College in Szczecin (Poland) no 8, 1986-1990**  
**Primary School in Szczecin, Poland 1978-1986**

Additional Information

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<b>Personal Interests</b>	Music / Martial Arts / Canine wellness and behaviour
<b>Additional Languages</b>	Polish (Fluent)
<b>Driving Licence</b>	Full; UK
<b>References</b>	Available on Request