

## **Anna Kose**

**Flat 4, 2 Charlwood Street, Bognor Regis, West Sussex, PO21 2PQ**

**undzenko@btinternet.com**

**07878 554955**

### **Personal Profile**

*A proactive and conscientious all-rounder, with the ability to multi-task and experience of financial responsibilities. An excellent communicator in English, Russian, and Latvian, with strong interpersonal skills. Demonstrates ability to perform accurately and meet the tightest of deadlines. Flexible and accustomed to working long hours.*

#### **Key Skills**

**Interpersonal Skills** - Leadership and teamwork at work environments helps complete day to day tasks and goals.

**Problem Solving** - Spotting and problem solving on a daily basis.

**Administration** – Strong administrative skills developed through previous roles. Ability to negotiate complex systems and tasks effectively.

**Financial** – Experienced in a range of basic financial tasks. Demonstrated accuracy and responsibility throughout previous roles.

**Communication** – Strong written and verbal communication skills. Communicates well at all levels, can supervise and direct others effectively.

**Languages** – Fluent Russian, Latvian and English speaker with basic Turkish.

#### **Key Achievements**

1 Identifying problems and solving them , also explaining and training others to get better achievements.

2 Been trained and completed for all positions in retail stores . Managing store on Sundays

Successfully been providing trainings for staff members for new opening branches

3 Within my role as Head Cashier with Wilkinson, I have been responsible for training new Store Managers in cash office operations. I have received several accolades from senior managers who have informed me that staff I demonstrated excellent knowledge as a direct result of my tuition.

#### **Employment History**

Senior Housekeeping Supervisor, BIC , Bognor Regis, Atlantic bay 2015. December - 2020 January  
Managing Holiday Village Atlantic Bay – 279 apartments .

1 Daily and Weekly paperwork, meetings.

2 Monday and Friday managing 70-90 staff members ( permanent and agency ).

3 Managing stock and paperwork of cleaning products.

4 Ordering , organising, rotating cleaning products and other stock.

5 Stock Counts and Stock Takes weekly procedures.

*Checking Apartments after they have been cleaned by a Team member to ensure quality standards. Making sure that guest's apartments are cleaned or serviced in accordance with the good standards. Motivating and coaching employees. Recruiting and providing training for new team members following all company and safety and security policies and procedures. Reporting maintenance problems, safety hazards, accidents*

***Health Care assistant PCS Bognor Regis , 2015 April – 2018 September***

*Providing support to a person in need of care, improving their lives by attending to their specific needs, and assisting them with their daily tasks. Working with young and elderly, and people with disabilities or learning difficulties.*

***Night Store Assistant , Merchandiser Tesco , Bognor Regis, 2014 August – 2018 September***

*Health and Beauty department , role of a Night Store assistant involves a range of tasks, moving and replenishing stock*

***Stock Supervisor, Wilkinson, Walthamstow 2009 January - 2012 March***

*Responsibility to be ready multitask and hard work as on the Shop floor and Warehouse and find right decision in any situation*

- 1 Provide training to the new employees and instruct them about the company policies, rules and regulations ( duties, H&S, company standards)*
- 2 Detect errors or problems in the stock and solve them to avoid any serious problems or losses*
- 3 Interact with employees to discuss issues and causes at work and resolve them*
- 4 Warehouse and shop floor to company standards*
- 5 Solving problems with discontinued and damaged stock, Stock gap investigation*
- 6 Stores Competitions and Stock take*
- 7 Managing staff rotas*
- 8 RF Gun using knowledge for picking, for new layouts, promotions, Stock Control, Investigate missing stock, Item enquiry , Stock management*
- 9 Organised detailed record of each and every merchandise arriving and departing from the warehouse.*
- 10 Dealing with customer complains*
- 11 Print, compete and organise daily paperwork*

***Head Cashier, Wilkinson, Stratford, Sept 2007 – 2009 January***

*Overall responsibility for recording store takings and handling all cash movements within the store. This involves a wide range of duties including;*

- 1 Supervising a team of up to 20 cashiers*
- 2 Recording all daily and weekly sales figures and takings within the store*
- 3 Completing weekly balance sheets for senior management*
- 4 Completing official company documentation, accurately and in a timely manner*
- 5 Reconciling till system printouts with takings and refunds given*
- 6 Recording financial data using computerised systems such as SAGE*
- 7 Banking store takings on a daily basis*
- 8 Recording and rectifying cashier errors*
- 9 Order, control and distribution of change to team of cashiers*
- 10 Training new recruits including Trainee Managers*
- 11 Problem solving and assisting cashiers with challenges*
- 12 Managing staff petty cash and organising team building events*

***Section Leader, Wilkinson, Stratford, London, March 2007 – Sept 2007***

*Appointed Section leader for Toiletries, Facial Products, Pets, Disposables and Baby Care products.*

*Responsible for managing a team of 2-3 people, this included;*

- 1 Providing clear guidance for team and allocation of duties for section support staff*
- 2 Ensuring the provision of excellent customer service*
- 1 Merchandising the section, ensuring the products were displayed effectively*
- 2 Undertaking a range of administrative tasks*
- 3 Collecting departmental sales information and preparing reports*
- 4 Making sure all the pricing is accurate and current*
- 5 Processing Internet orders, quickly and accurately*

***Assistant Manager, Angus Steak Restaurant , Victoria, London, Dec 2004 – March 2007***

*Undertook Waiting and Manager duties in a busy Central London Restaurant, including;*

- 1 Supervising a team of 6-7 staff*
- 2 Use of electronic tills and ordering systems*
- 2 Entrusted with the responsibility of calculating and distributing daily tips for staff members*
- 3 Organised weekly Rota for staff members, accommodating personal preferences*
- 4 Responsible for taking accurate food and drink orders*

***Other Employment***

*Silver Service Waitress, Tony Page Banqueting Company, 2003 – 2008(Dorchester, Hilton, Westminster Palace...)*

***Qualifications & Training***

*In Store Trainee Certificate 2009 November*

*Computerized Payroll Certificate, Lewisham College, September 2007 – Nov 2007*

*Sage Line 50 Level 1 and 2, Certificate in Computerized Accounts, Lewisham College, Sep 2006 – April 2007*

*Diploma from the Department of Economy, Latvia, Sept 1998 – June 2002 (Final grade 8/10)*