

Monika Petraityte

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Professional Summary

Experienced professional, excellent at juggling multiple tasks and working under pressure. Broad industry experience includes Hospitality and Serviced Offices. Degree in languages and part time/freelancing translation experience.

Skills

- Self-motivated
- Service-orientated
- Quick learner
- Customer service-focused
- Extremely organised
- Strong client relations
- Property management
- Team building
- Staff development
- Data management
- Facility management
- Account management and IT

Work History

April 2019	Hamptons International	London, UK
-	Property Manager	
current	<ul style="list-style-type: none">• Providing a customer service and build relationships with landlords and tenants. The main point during the tenancy.• Managing routine maintenance issues; recommending works to landlords• Ensuring all contractor invoices and utilities are paid promptly.• Liaising with local branches and coordinate pre-tenancy works as required.• Negotiating end of tenancy deposit releases.• Ensuring safety compliance and housing legislation is adhered to at all times.	
December 2018	Synergium Sweden AB	London, UK
-	Technical document translation/editing (English-Lithuanian) using SDL Trados	
May 2019	Studio and Translation Workspace xcliff Editor tools. Part time position working via remote computer access.	

May 2014 – November 2018	Regus Management Ltd Community/Centre Manager	London, UK
	<ul style="list-style-type: none"> • Managed centres: <ul style="list-style-type: none"> - Rex House, St James' – 2.5 floors, 120 workstations – from 05/2014 - Sackville street – 4 floors, 200 workstations – from 08/2017 - Baker street – 8 floors, 400 workstations – from 11/2018 • Customer Service. Handle customer concerns, coordinating questions through to prompt resolution, owning the success of the NPS score • Team management. Recruiting and training new team members, performance overview, organizing and attending meetings with the team • Account Management. Customer retention targets. Managing clients' accounts from the signed contracts until the end (on-boarding, preparing the services, liaising with building contractors, organizing moves and support) • Sales. Serve as the primary backup for the Area Sales Managers including meeting and touring potential clients, providing quotations. Ensure all available space and services are prepared and ready for selling. • IT. Assisting clients with IT and communication issues and setting up the services, working close to IT department. • Health & Safety compliance • Facility management. Manage buildings of up to 8 floors working close with the contractors and suppliers • Billing and Accounts. Handle all invoice and billing queries working closely with both account receivable and billing departments. Completing prior billing checks for clients, issuing immediate invoices upon request • Credit control. Debt management • Procurement. Organize suppliers and contractors working with purchase orders (Oracle system), ensuring jobs are completed and suppliers are paid without delays. 	
November 2013 - May 2014	BVC (UK) Ltd T/A Berjaya Eden Park London Hotel Waitress	London, UK
January 2011 – May 2013	Brentwood Guest House Staff Supervisor	Brentwood, UK
	<ul style="list-style-type: none"> • Supervising the breakfast preparation to the guests, preparing the rooms and making sure customers are satisfied with the service, driving guests to cottages and showing the properties. • Office work – answering the phone, working with bookings, checking in/out the guests, taking payments and preparing the invoices for the clients, working with booking manager and supervising the team. 	

November 2010 — January 2011	Forestdale Hotels Ltd General assistant	Cambridge, UK
	<ul style="list-style-type: none"> • Main responsibilities included serving breakfast, lunch or dinner to the costumers, preparing and serving drinks, preparing Wedding, Christmas and New Year Eve's parties and serving drinks and food to the costumers. Temporary position. 	
January 2009 — January 2010	UAB VICIUNAI Bar Tender	Vilnius, Lithuania
	<ul style="list-style-type: none"> • Responsible for ensuring a courteous, professional, polite and efficient service for all the customers. • Keeping the serving area clean and organized according to company policy. 	

Education

June 2018	International Career Institute (ICI) Advanced Diploma: Tourism & Travel	London, UK
June 2009	Vilnius University Bachelor's degree: Slavic Philology Linguistics, history and culture of Slavic countries, history and theory of literature, translation, theoretical grammar and phonetics, stylistics, psychology, educational theory, philosophy, integrated text analysis, written and spoken communication, languages – Slovene, English, Spanish, Croatian, Latin.	Vilnius, Lithuania

Certification

May 2019	Criminology and Profiling – International Open Academy	London, UK
April 2015	NVQ certificate in customer service	London, UK
September 2013	IBL language school certificate – Spanish level 4	Buenos Aires, Argentina