

TIMEA TOKES

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Assistant Manager Profile

Driven and passionate professional with over five years of experience in building and developing teams, implementing strategic sales plans, and delivering exceptional customer services within fast-paced environments.

— Key Qualifications —

- Possess strong expertise in coordinating key company operations to meet and exceed company targets. Adept at responding quickly to changing business requirements to accomplish desired business outcomes.
 - Broad-based management skills with strong planning, communication, organisational, and decision-making ability to successfully deliver measurable results.
 - Results-oriented individual with highly organised, structured, and proactive approach to meet deadlines; able to work well under pressure to achieve organisational goals.
 - Proven track record of building strong working relationships across all levels of organisations. Proficient in Microsoft Office Suite, Adobe Acrobat Reader, Outlook Express, AirSet, CTX, Do-it, and QuickBooks.
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Professional Experience

McDonald's, North Cheam

2017 to Present

Crew Trainer, 2017 to Present

Lead all aspects of staff development, such as training and coaching existing and new employees on company procedures and processes to achieve company goals. Perform performance evaluations, mark observation checklists, and provide feedback and improvement suggestion as per individual performance. Collect and communicate customers' orders and resolve customers' queries in a timely manner to ensure pleasant experience for customers. Oversee the management of leading area by allocating and monitoring duties and responsibilities of staff members to deliver exceptional customer service in all areas.

Selected Contributions:

- Contributed in minimising production time by 10% and reducing waste by about £100 per week through detailed supervision and guidance.
- Facilitated 20% of trainees in securing higher job roles by delivering effective training programmes.
- Ensured sound working experience for trainees, which resulted in acquiring retention of 90% trainees.

Tokes Enterprise, London

2015 to Present

Founder, 2015 to Present

Develop, edit, and publish creative content for both fictional / non-fictional categories. Translate a huge-volume of English, French, and Hungarian content and educate students on English and French languages using strong language proficiencies. Conduct a wide range of creative classes, including glass painting, bead works, and soap basket making. Take care of and entertain babies in a compassionate manner.

Selected Contributions:

- Authored and published 30 books, which obtained more than 20K views and seven five-star reviews.
- Led the planning and organisation of successful corporate events with about 70 attendees.
- Secured 5K followers for twitter, 800 followers for Facebook, and 200 followers for blog by developing and posting creative and engaging stories.

Continued...

The Vine Project (Registered Charity / Social Enterprise), Mitcham

2013 to 2015

Sales Manager, 2015

Developed and implemented strategic sales plans and directed sales team to achieve weekly results against set targets. Managed maintenance and safety of warehouse stock and controlled stock range as per clients' request and buying behaviour. Maintained direct contact with customer via phone and email to address and resolve customer queries in a timely manner. Defined easy and comfortable route maps and designed daily schedules of drivers to ensure quick delivery of products. Trained and led sales and admin volunteers to augment the achievement of forecasted market growth.

Selected Contributions:

- Maintained excellent relationships with customer to drive repeat business, which increased sales by 30%.
- Achieved organised and presentable look of store by displaying items in creative ways.

Volunteer and Office Manager, 2013 to 2015

Conducted interviews, implemented induction processes, and served as first point of contact to address and resolve queries of volunteers. Assigned daily duties and monitored the performance of thirty volunteers at a same time to ensure the achievement of defined targets. Maintained database and managed attendance tracking systems in an accurate and efficient manner. Initiated workforce management plans in compliance with employee health and safety standards to attain employees' retention. Oversaw the management of travel expense and organised individual development programmes for volunteers. Participated in internal /external meetings and liaised with cross-functional departments, including local Job Centres and Team London and Volunteer Referring Agencies to provide job references.

Selected Contributions:

- Uplifted number of yearly volunteers from 350 to 450 through development and implementation of dynamic recruitment processes.
- Facilitated 10% of volunteers in securing jobs across diversified industries by providing rich working experience and enhancing skills through multiple training programmes.
- Contributed in improving number of items collected by 20% through tactical action planning.
- Consistently ensured smooth working environment within the organisation, while monitoring and supervising thirty volunteers at same time.
- Spearheaded the management of Speed volunteering programme, including creating, advertising, and managing 105 creative volunteering days by gathering information, marketing, induction, supervision, and administration of a group of 5-30 people.

Educational Background

NCFE Level 2 Qualification in Business and Administration (2012)

Stockport College, Online

GCSE (2006)

Nagy Lajos Catholic High School, Hungary

Professional Development

Volunteer Management Training (2014) | First Aid Training (2013)