



Monika Zelinkova

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PROFILE:

I am a hard working, highly motivated individual, used to working to targets and deadlines. I always deliver the highest quality. I enjoy encountering new challenges and learning new skills. My experience as an administrator/manager in the retail industry makes me an efficient issue solver, listener and excellent communicator. Working in a team is an essential part of my job. I have exceptional customer service and I proved to have very good organizational skills. I'm looking for a challenging position in administrative field which I would be able to use my skills and that would offer me the opportunity to develop my career.

Latest training and certifications :

- Jan 14 – present: **Microsoft Office Specialist (MOS) qualification**,
(in progress), Delivered by Skills Soft Program
- November 13 – Jan 14: **Training in Essential skills for Administrative Professionals** ,
Delivered by Skills Soft Program
- April 12 – October 13: **Open University Certificate in Business Studies:** (HR practices, Accountancy & Finance, Marketing, Professional Business Communication).

SKILLS:

- MS Office (Word, Excel and Outlook), Typing speed 50wpm
- Exceptional Customer Services skills
- Training, developing and Mentoring small groups of people
- Trustworthy with the ability to work well unsupervised
- Good administrative skills including appointment bookings, data management, writing reports and letters
- Able to quickly form productive working relationships with colleagues/ and or clients/ customers
- The ability to handle complaints and difficult situations
- A tactful and diplomatic manner
- Organizing & planning, decision making, cooperating, time management

Raising children: September 2010 – present

CAREER DETAILS:

September 2011 – Present:	Home based Administrator (Ebay mobile phone business)
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Family part time business: My role is contacting local phone repair businesses to offer our services.

- Emailing to customers
- Distributing purchases
- Dealing with returns or enquiries
- Maintaining database of all sales and purchases

November 2007- August 2010:	Phase 8 (women's fashion clothing) Administrator/Sales Manager
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Results driven, customer-focused manager. Started with the company as a sales consultant, promoted after a year to Supervisor, and in the last year to Branch Manager. Maintained profitable retail operations in a busy London shopping centre, with success in capitalizing on growth opportunities, sales targets, implementing promotional/marketing strategies. Compiled weekly reports using Excel and Word for analysis by area manager and carried out annual appraisal and goal assessments for my staff. Good communicator and effective trainer who was well respected and a trusted manager.

Duties:

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| ▪ Customer Management | ▪ Loss Prevention/Security |
| ▪ Inventory Control/Shrinkage | ▪ In-Store Promotions |
| ▪ Customer Service/Loyalty | ▪ Filing, photocopying |
| ▪ Staff Training & Mentoring | ▪ Employee attendance and timesheet verification |
| ▪ Liaising over phone with HQ and suppliers | ▪ Weekly turnover analysis |
| ▪ Data Entry | |

April 2007 – November 2007:	Kew store, (women's fashion clothing) Sales Assistant
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- Serving and dealing with customers
- Looking after the stock room
- Helping with Visual Merchandising
- Dealing with other branches and customers over the phone
- Mail deliveries

Mar 2003 – Feb 2007:	Otis Engineering – Secretary/PA (CR)
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- Drafting business correspondence
- Managing projects
- Planning and coordinating small and large meetings and events
- Creating spreadsheets and reports
- Creating and maintaining databases

- Work with contractors and vendors
- Ordering office supplies
- Conduct research
- Answering and handling telephone calls

Apr 2002 - Jun 2003:	Gumotex - Front of House Receptionist - Full-time (CR)
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- Dealing with customers over the phone and in person,
- Organisation events such as conferences and exhibitions.
- General company administration,
- Helping with general administration duties within a busy Office/Reception environment
- Greeting customers
- Filing/Archiving

<u>EDUCATION:</u>	UK: While raising children:
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- **January 2014 – Skills Soft** - Training :Essential skills for Administrative support professional
- **April 2012 - October 2013** - Open University Business certificate. (HR practices, Accountancy &Finance, Marketing, Professional Business communication)
- **2011- indirect** - GCSE in English Literacy Level 2, grade A

- **Sep 2002 – Jun 2003 - English Language School (CR)**

- **Sep 1998 – May 2002: Business College (CR)** - The following Czech qualifications are the Equivalent of UK qualifications (A-Level):
Graduated from: Sales Management, Accountancy, and Marketing.

<u>LANGUAGES:</u>

- Czech – mother tongue
- English – fluent , written and spoken
- German – limited working proficiency
- Slovak – spoken

<u>OTHER INTERESTS:</u>

Family, children, animals, travelling, summer sports, winter sports (swimming, volleyball, skiing), cycling, nature walks.

