# Personal Statement

Tatyana Valentinova Ivanova

I am a hard working self-motivated person with high standards and long standing experience in hospitality, waitering, people management, customer service and the world of finance. I have been event waiter from pas 4 years in 4 and 5 Star hotels and catering services for outdoor events, i have also supervisor the management team of their duties and responsibilities.

# Key Skills

* Excellent customer service and complaints handling.
* Team leadership abilities and staff development experience.
* Great time management skills, workflow prioritisation and efficient at problem solving.
* Adaptive to business needs, details oriented and flexible with a ‘can do’ attitude.
* Strong administrative and event management skills to supervise event responsibilities.
* Multilingual.

# Work Experience

**The**

**April 2019 - September 2022 Summit recruitment Hospitality agency.**

Varied roles at events and restaurants (4 and 5 Star) in the London area. This position requires strong work ethic and self-motivation and the ability to set high standards while working independently.

# February 2019 Pret A Manger Barista

This role was within a very busy environment requiring strong customer service skills whilst working under pressure to strict deadlines.

# May 2017 - January 2019 Marks &Spencer’s Customer Service Agent

I was required to meet all customer needs delivering on high standards, solving all manner of problems. Always mindful to be the face of the brand and exceed our clients expectations.

# August 2016 - May 2017 HRGO

**Barista and Hospitality in Royal Free Hospital**

The position was within both the café and corporate hospitality suites delivering varied styles of service to a wide range of clients.

# May 2015 – August 2016

**GROSVENOR HOUSE & JW MARRIOTT LONDON**

# Housekeeping

This role required good task prioritisation and ability to work efficiently to a high standard in order to meet deadlines.

# November 2014 – March 2015

**Insurance Broker, “Bul Ins” Ltd. Insurance Company Sofia, Bulgaria**

I was responsible for all aspects of the business from sales and marketing to recruitment, training as well as client management. My responsibilities extended to the implementation and shaping of company policy to better further the business. I maintained and expanded a portfolio of clients tailoring our services to their needs whilst complying with industry regulations and meeting legal and contractual obligations.

# May 2013 – September 2014 Human Resources Specialist

**Emergency Medical Care Centre, Sofia, Bulgaria**

The remit of this position was to work closely with all departments within the business facilitating recruitment, training, health and safety, company policy, mediation for disciplinary and staff disputes. I was tasked with developing overall strategy for the HR department as well as creating and maintaining systems and initiatives, also keeping accurate records in compliance with employment law.

# August 2006 – April 2013

**Banking Customer Service Advisor, United Bulgarian Bank**, **Sofia, Bulgaria**

I was required to meet all of our clients financial needs from day to day banking to mortgage brokering and loan management whilst promoting and selling financial products and services to help further the business. Within this role I needed strong financial and computer skills to meet administrative obligations using specialist banking programs as well as general IT skills to maintain records and liaise with departments within the bank.

# Education

## 2012 – Until Present – Distance Learning, University of Security and Economy, Plovdiv, Bulgaria

* Studying for Bachelor Degree in Finance

## 1993 – 1995 - College of Business and Finance – Plovdiv, Bulgaria together with North West College London, United Kingdom

* Diploma for Organizer of Company Management and Marketing

## Subjects: Banking, Finance, Marketing, Accounting, Human Resource Management, Information Technology

***1991 – 1995 - “Hristo Gruev Danov” High School, Plovdiv, Bulgaria***

* High School Diploma

## 13 Equivalents of GSCE (Including Mathematics, Language and Literature, History, Geography, Physics, Chemistry, Biology, Information Technologies, Philosophy, Ethics and Law, Arts, Music, Physical Education)

***1983 – 1991 – “Dimitur Blagoev” Primary School, Plovdiv, Bulgaria***

* Primary Education

# References

References are available upon request.