

RASA VILIMAITE



PROFILE

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8 Burrows Chambers,
East Burrows Road,
SA1 1RP,
Swansea

Punctual and hardworking with a focus on customer excellence. Driven and highly skilled in several fields, speak 3 languages fluently (Lithuanian, English, Russian) which I value as it leads to being able to connect to various people on many levels to help resolve conflicts. Excellent time management skills and pride myself on my attention to detail. Literate in Microsoft office packages and familiar with operating spreadsheets, and sensitive data. Focused on continuing to develop within Amazon and learning new job opportunities. Customer satisfaction is at the forefront of my approach to any role I undertake.

SKILLS

- Problem-solving
- Customer and personal service.
- Consider myself to have very good time management skills.
- Service orientation
- Mathematics
- Multilingual
- Excel- analysing data, creating spreadsheets for the company metrics
- Handling sensitive data
- Communications

EXPERIENCE

WAREHOUSE OPERATIVE- COVERING LEAD- AMAZON UK SERVICES LTD. SWANSEA – JULY 2020 - CURRENT

- Start of shift data- reports, end of shift data- reports
- Team management
- Enhancing daily efficiency- shift establishments
- Shift planning, organizing easy shift flow with correct predictions.
- Covering operations lead
- Key roles within the Department
- Problem-solving
- Managing database, Excel, and Word processing.
- Trained in other departments.

UNDERWRITING ASSISTANT -“ERS INSURANCE GROUP” CRUCIBLE PARK, LLANSAMLET, SWANSEA SA70AB - MARCH 2020 - JULY 2020

- Entering data- supporting underwriting staff.
- Administrative duties such as signing up new customers or dealing with renewal accounts. Taking and checking risk assessments and loss ratings.
- Dealing with sensitive data and taking payments manually from customers

WAREHOUSE OPERATIVE (AGENCY) - AMAZON UK SERVICES LTD. SWANSEA - MAY 2019 - MARCH 2020

- Managing database, Excel, and Word processing.
- Problem-solving and other key roles within the department.
- Picking, stowing & pack trained to support different departments.

Team lead (temporary) – Amazon UK Services Ltd. Swansea - Oct 2018 - Jan 2019

- Helping and supporting a team of 70 people.
- Managing workload coming into FC and coming out.
- Dealing with headcount to determine where to allocate support and how much is needed to ensure customer demand is met.

EDUCATION

TELŠIŲ „DŽIUGO“ GIMNAZIJA -
TELŠIAI, TELŠIŲ APSKR - JUNE
2015 •

GCSes/A LEVELS : ENGLISH /
HISTORY / ART / MATHS

UNIVERSITY OF WALES
TRINITY SAINT DAVID - 2021 -
CURRENT

•LEVEL 4- HE IN SKILLS FOR
THE WORKPLACE
•LEVEL 5- BA IN BUSINESS
MANAGEMENT- CURRENT