

DOMINIKA BLEDA

Dominika188@gmail.com

EXPERIENCE

2021 – PRESENT

DEPUTY MANAGER, HARVEY & THOMPSON PAWNBROKERS

- Established positive customer relationships and providing excellent customer service.
- Processed large loan transactions and maintained accurate records of customer transactions.
- Earned management trust by serving as a key-holder, responsible for opening & closing store and accessing valuable items in safes.
- Dealing with customer complaints and making sure customers are satisfied.
- Leading a team with passion and making sure colleagues work together as a team

2018 – 2021

WAITRESS, NANDOS

- Worked as a collaborative team member to achieve the highest level of customer service.
- Provided exceptional, friendly and fast service.
- Worked well under pressure.
- Trained and monitored new staff, ensuring smooth onboarding of employees.
- Handling payments and experienced with tills.

EDUCATION

IT DEGREE AT LONDON UNIVERSITY - 2017

HOSPITALITY AND MANAGMENT COURSE (UNIVERSITY OF BIRMINGHAM- 2016)

SKILLS

- Effective time management
- Problem solving skills
- Interpreting data
- Customer service
- Excellent team management
- Communication skills
- Continuous learning and upskilling
- Financial planning
- Dedicated team member
- Health and safety skills

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