

CURRICULUM VITAE

Tetiana Ivakh

London, UK

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Professional Profile

Motivated and adaptable professional with experience in journalism, education, administration, customer service and team management. Strong communication, organisational and administrative skills developed across different professional environments. Experienced in maintaining accurate records, supporting teams, organising daily operations and delivering excellent customer service. Confident using Microsoft Office and able to work effectively under pressure while meeting deadlines.

Work Experience

Restaurant Manager — United Kingdom

- Managed daily restaurant operations and coordinated staff.
- Prepared schedules and organised workflow.
- Handled customer enquiries and resolved issues professionally.
- Maintained records and ensured high service standards.
- Supported and trained new employees.

Journalist — Ukraine (2020–2022)

- Researched and wrote news articles.
- Conducted interviews and verified information.
- Worked with multiple information sources.
- Met strict deadlines and communicated with different audiences.
- Participated in an International Journalism Summer School.

School Assistant

- Supported teachers during lessons.
- Helped students with learning activities.
- Maintained a safe and positive learning environment.
- Assisted with classroom organisation.

Education

Master's Degree in Pedagogy

Languages

- Ukrainian – Native
- English – Good working level
- German – Intermediate
- Romani – Fluent

Skills

- Microsoft Office
- Administrative Support
- Organisation and Time Management
- Communication Skills
- Customer Service
- Team Leadership
- Attention to Detail
- Research and Report Writing
- Problem-solving
- Adaptability and Responsibility
- Working under Pressure
- Prioritising Workload

Additional Information

- Eligible to work in the UK.
- Flexible, reliable and quick to learn new systems.
- Comfortable working in hybrid office environments.
- Strong interpersonal skills and ability to work independently and as part of a team.

COVER LETTER

Dear Hiring Manager,

I am writing to apply for the Income Collection and Recovery Admin Assistant position at Orbit Group. I am enthusiastic about the opportunity to join your team and believe my background in administration, customer service, education and team management makes me a strong candidate.

In my role as Restaurant Manager in the United Kingdom, I organised daily operations, coordinated staff, maintained records, solved customer issues and ensured tasks were completed accurately and on time. My previous experience as a journalist strengthened my attention to detail, research and communication skills, while working as a School Assistant improved my organisational skills and ability to work in a busy environment.

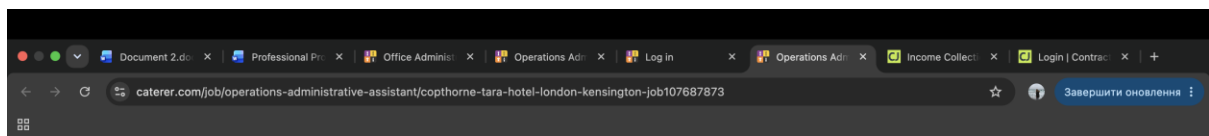
I am confident using Microsoft Office, enjoy working with people and can effectively prioritise my workload to meet deadlines. I would welcome the opportunity to contribute to Orbit Group by providing reliable administrative support and maintaining accurate records.

Thank you for taking the time to consider my application. I look forward to the opportunity to discuss how my skills and experience can contribute to your team.

Yours

faithfully,

Tetiana Ivakh



**Operations Administrative Assistant**
Cophorne Tara Hotel London Kensington

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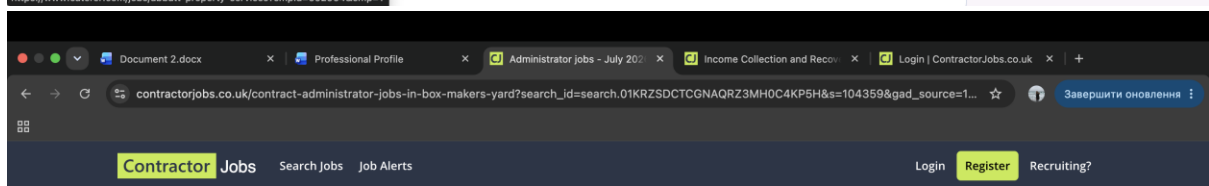
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