

CANDIDATE 24692

- Position Sought:** Administration, Customer Services
- Location Sought:** Witney, Oxford, Abingdon, Eynsham and surrounding areas
- Notice Period:** None – Recently moved to the area from Cambridge
- Salary Requirement:** £14,000+ depending on location
- IT Knowledge:** Word, Excel, Outlook, Internet and various inhouse systems

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*Subject to Terms and Conditions

*Recruitment Specialists for Permanent Placements and Temporary Assignments in
Board-Middle Management/Executive Administration/Sales & Marketing/Office Support*

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PERSONAL STATEMENT

Having lived and worked in a variety of places I have gained a wide range of life experiences which has created an openness to new experiences. I enjoy learning about foreign cultures and languages. I am a hard-working individual and team player with excellent interpersonal, communication and organisational skills. I enjoy a challenge and am keen to develop my skills and knowledge within the workplace.

EDUCATION/QUALIFICATIONS

IELTS 2009	International English Language Testing System (Academic) Cambridge Overall band score – 8.0
HIGHER EDUCATION (2001 – 2005) SUBJECTS STUDIED	Budapest Business School – Budapest, Hungary Tourism and Hotel Management (Bachelor’s Degree) Modules Included: Economics, Psychology, General Management, Marketing, Finance, Law, Accounting, English, Information Technology, Introduction to Catering and Tourism, Hotel Management, Health Tourism, Event Organisation, Travel Agency Management, Rural Tourism and Human Resource Management.
SCHOOL ATTENDED (1993 – 2001) SUBJECTS STUDIED	Tinodi Lantos Sebestyen Grammar School – Sarvar, Hungary General Certificate Of Graduation Hungarian Language, Hungarian Literature, Mathematics, History, English, French.
ADDITIONAL QUALIFICATIONS	Flight Stewardess Licence Type B-737 and F-70 ECDL-Start Driving Licence

PERSONAL ACHIEVEMENTS

Best Educational Report – Premier Holidays, Cambridge, UK	December 2008
Employee Of The Month – The Broadmoor Hotel, Colorado Springs, CO, USA	August 2006

LIFE EXPERIENCES AND INTERESTS

TRAVEL

I have lived in, and experienced the cultures of Hungary, France and the USA. I am a keen traveller and enjoyed visiting a variety of the states within the USA whilst working in Colorado and have visited many European countries.

LANGUAGES

I am fluent in both English and Hungarian and have a firm grasp of French. I have a basic knowledge of the German language and am keen to develop this further as I enjoy the challenge of learning new languages.

EMPLOYMENT HISTORY

<p><u>Reservations Consultant</u></p> <p>Holiday cOMPANY Cambridge, UK Sept 2007 – April 2009</p>	<p>I was a member of the USA and Canada reservation team. I was trained to organise tailor-made holidays to the USA, Canada, the Caribbean, Tahiti and I helped out the Faraway team with certain accommodation only quotations. Quotations to travel agents and direct clients were given on the phone using Galileo and ATOP. I gained excellent communication skills over the phone and I was continuously improving my knowledge of the areas I was selling to provide perfect service to our customers.</p> <p>I have been given the opportunity to participate in an educational trip to Alberta, Canada after which I have been awarded the Best Educational Report for 2008 within the USA and Canada team.</p>
<p><u>Sales Administrator</u></p> <p>Technology Company Budapest, Hungary Dec 2006 – May 2007</p>	<p>I worked as a sales administrator within an English speaking office environment for an international distributor of electronic components. My main duties involved; data entry of enquiries and sales orders, sourcing appropriate products, giving customer quotations, confirming and filing of sales orders and answering general customer inquiries. This role was telephone and e-mail based.</p>
<p><u>International Training Program</u></p> <p><u>Sales Assistant</u> <u>Banquet waitress and hostess</u> <u>Night audit</u></p> <p>Hotel Colorado, USA Oct 2005 – Oct 2006</p>	<p>I participated in an International Training Programme at The Broadmoor Hotel in Colorado, USA. The hotel is a five star, 700 room resort.</p> <p>I primarily worked within the retail department where I assisted in seasonal window placements, shipping orders for customers, ordering merchandise to maintain par level, transferring products between 25 different retail outlets, training new employees and assisting guests with their questions and purchases.</p> <p>I also regularly worked as a waitress and hostess within the Banqueting and Food and Beverage Departments working on functions including weddings, parties and receptions. I also had the opportunity to work night audit shifts where I organised the daily receipts of the hotel.</p>
<p><u>Manager Assistant and Travel Organiser Trainee</u></p> <p>Travel Company Budapest, Hungary Feb 2005 – Sept 2005</p>	<p>I joined the company as a Travel Organiser Trainee assisting in organising tours for companies which had contracted vacation packages. My duties included the organising of travel packages including the specific requirements of the clients combining several service providers such as rental cars, restaurant reservations, state fairs, area attractions.</p> <p>I also organised complete vacation packages for customers in Hungary or other locations lasting 5-10 days where a detailed agenda for the particular period of leisure time is planned by incorporating site visits</p>

	and tours, hotel, restaurants and spa reservations, etc. All the jobs were confirmed and completed through e-mails and regular communication with the clients.
<p><u>Flight Attendant</u></p> <p>Airline Budapest, Hungary Jul 2004 – Sept 2004</p>	<p>I am a trained and certified Professional Stewardess Type B-737 and F-70. Training included working in different types of aircraft, customer service and safety in flight training, effective communication in flight, and work stations management.</p> <p>I worked as a trained Flight Attendant responsible for inspecting and maintaining safety standards set by the airline industry. I was also assigned to specific work stations which were responsible for various duties that came together to complete a quality air travel experience</p>
<p><u>Travel Agent Trainee</u></p> <p>Travel Agency Sarvar, Hungary Nov 2003 – Dec 2003</p>	<p>I worked as a travel agent and assisted in selling services and brochures. I was responsible for communicating with various tour providers to bring in tours in demand for effective selling at the property. I had direct contact with customers practising effective selling and customer service skills.</p>
<p><u>Housekeeping and Restaurant Trainee</u></p> <p>Hotel Sarvar, Hungary Sept 2003 – Oct 2003</p>	<p>As part of the training in this 4 star hotel of 136 rooms and several meeting rooms, I was able to shadow the Housekeeping Manager assisting in managing rooms by supervising cleaning, inspecting, maintaining inventories and completing daily projects.</p> <p>As a restaurant trainee I was responsible for the daily buffet at the restaurant, this training was helpful in gaining a basic knowledge on buffet setups, coordination with kitchen staff and other restaurant supervisors.</p>
<p><u>Restaurant Assistant</u></p> <p>Angers, France July 2003 – Aug 2003</p>	<p>Daily responsibilities during this first job included preparation of daily specials, food service adhering to the standards of the company and learned the basics of cash handling and a cash register.</p>

HOBBIES

Travelling, Piano, Languages

REFEREES

Available on request