

ALENA VLCKOVA

Address: 10/24 Regatta Road, 2046 Canada Bay
Mobile: 0412 988 762
Email: alenavlckova31@gmail.com

DOB: 31.12.1976
Driving license: valid
Nationality: Czech
Languages: french, german

KEY STRENGTHS

- | | |
|------------------------|-------------------------------|
| • Multi-tasking | • People - oriented |
| • Energetic and driven | • Strong interpersonal skills |
| • Reliable | • Handy with computer |
| • Responsible | • Keen to learn quickly |
| • Punctual | • Fun personality |
| • Polite and patient | • Service-oriented |

EMPLOYMENT HISTORY

2012 – 2016 Café Lounge Plzen

- I established my own little café. There I was responsible for all. I baked my rolls and created my own soups, omelettes, salads, sandwiches and traditional czech deserts.
- I was always happy to serve my customers with a smile on face and positive attitude to brighten up their day.

2011 – 2014 Vienna Hotel Prague receptionist/housekeeper

- Reviewed account information and charges with guests during check-out
- Collaborated with maintenance and housekeeping
- Service-oriented housekeeper experienced in hotel room detailing and upkeep.

2005-2006 ENSINGER GmbH -Sales Manager

- I Managed the sales administration function, operational performance reporting, streamlining processes and systems wherever possible, and advising senior management on maximising business relationships and creating an environment where customer service can flourish.

- Responsible for managing the sales team, developing a business plan covering sales, revenue, and expense controls, meeting agreed targets, and promoting the organisation's presence through the Czech republic.

EDUCATION & TRAINING

May 2003 -High School Diploma

QUALIFICATIONS

April 2016 – First Aid Certified

April 2016 – Children Check

May 2016 – Police check- in progress

AVAILABILITY

Daily – May :6 AM- 3:00 PM or 3:00 PM – 11:00PM , June – all week

REFEREES

Available on request