



## **Jana Kolmagorova**

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### **Personal Profile**

I have a positive approach to hard work and I am a reliable and flexible individual in undertaking my own duties and any other tasks required. I am a willing and eager learner in developing my existing skills, extending my experience and development in new areas and skills. I have a natural ability in approaching and dealing with people. I have strong interpersonal and communication skills that create a friendly, positive atmosphere that produces favourable results.

### **Key Skills**

- Excellent communication skills and inter-personal skills;
- Tactful and have developed good public relation skills in the various jobs that I had;
- Effective at prioritising, managing workload and meeting strict deadlines;
- IT Literate – MS Word, Outlook, Excel, Internet, Email etc.
- Multi- lingual; can speak fluent English, Russian and German; also speaks Polish on a communicative level;
- Work well as part of team as well as on own initiative;
- Able to make quick decision and able to deal with unexpected situation and challenges;

### **Work History**

- |                        |  |  |
|------------------------|--|--|
| <b>Jan 07 – May 08</b> | <b>Astralites, Worthing, UK</b>  | <b><u>Administrative Assistant</u></b> |
|                        | <ul style="list-style-type: none"><li>• Dealing with customer queries and telephone calls;</li><li>• Writing correspondence and dealing with incoming and outgoing mails;</li><li>• Placing bookings and orders;</li></ul>   |  |
| <b>Feb 05 – Nov 06</b> | <b>Mrs. Andrews, Brighton, UK</b>  | <b><u>Receptionist</u></b>             |
|                        | <ul style="list-style-type: none"><li>• Dealing with telephone and face to face enquiries;</li><li>• Maintaining daily records and files for cleaners and clients;</li><li>• Arranging the diary of the director, organising meetings, preparing agendas, writing correspondence and organising incoming and outgoing mails;</li></ul> |  |
| <b>2003 – 2004</b>     | <b>Holiday Inn,</b>  | <b><u>Receptionist</u></b>             |
|                        | <ul style="list-style-type: none"><li>• Meeting and greeting customers and answering telephones;</li><li>• Dealing with telephone and online bookings;</li><li>• Handling cash and cheques; assisting clients with their check-in and check-out;</li></ul>   |  |
| <b>2000 – 2002</b>     | <b>Pinocchio, Germany</b>  | <b><u>Waitress</u></b>                 |
|                        | <ul style="list-style-type: none"><li>• Meeting and greeting customers, organising table reservations and responding to customer requests;</li><li>• Collecting payments from customers;</li></ul>   |  |

### **Education and Training**

- |                         |  |
|-------------------------|--|
| <b>Feb 08 – Present</b> | <b>LearnDirect, London</b>               |
|                         | European Computer Driving Licence (ECDL) |
|                         | Completed Level 1 & 2                    |

**References are available on request**

**Sep 07 – Oct 07**

**LearnDirect, London**  
English Level 2 – ESOL

**1985 – 1995**

**School of Visaginas, No 1, Lithuania**  
General Primary, Secondary and High School Studies  
Subjects Studied: A – Levels in Mathematics, English Literacy, English Language, Geography, History, Home Science, Russian Language and German Language

**Interests and Hobbies**

I enjoy socialising and sharing inspirational ideas with friends and family. I also enjoy listening to music, reading and sports.

**References are available on request**