

Antina Zhelcheska
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Personal Profile:

- Currently studying for a MSc Business Psychology with Human Resource Management
- Comfortable with Adobe Suite software (Photoshop, InDesign)
- Proficient with Mac OSX and Windows productivity software
- CRM efficient
- Social media (Twitter, Facebook, Tumblr, Instagram) for marketing objectives
- Fluent in Macedonian and Croatian

Employment History:

March 2018 - September 2019

**Metro Bank Plc
Savings, Tax and Bereavement Specialist**

- My main area of work in this team is Savings and Bereavements, where I specialise in ISA Operations and Deceased accounts.
- I have a great knowledge of ISA operations and FTDs. I handle queries from both customers and other financial institutions, as well as assisting customer facing colleagues. We also carry out weekly tasks, such as ISA transfers, reinvestments and closures, along with other specific savings responsibilities. I also have knowledge of all other areas of the bank through specialist monthly risk and compliance training.
- I have experience in handling customer complaints, ITCRs, procedures, training and conduct risk testing.
- Being involved in project management to create process maps for the Savings team through analysing strengths, weaknesses and opportunities, which could affect other areas of the business.
- I have also taken part in a cross-training pilot amongst the Savings, Tax & Bereavements team, and am fully trained in dealing with tax and bereavements queries, as well as more specific tasks such as deceased closures, dealing with probates and indemnity forms, FATCA forms and much more.

February 2019- September 2019

**Harvie & Hudson
Weekend Customer Care and Fulfilment Assistant**

- Dispatch orders using various courier systems and ensuring they are sent out within declared time-frames.
- Responsible for collating daily orders, locating stock efficiently, up-selling items when possible and offering alternatives when items are unavailable.
- Thorough fraud screening on all new orders, ensuring any flagged are either held or rejected to ensure safe handling of customer payments.
- Assisting customers through ZenDesk, telephone and email
- Assisting the Ecommerce Manager
- Processing refunds & exchanges, adhering to our customer policies. Reporting any concerns internally.

May 2014 - May 2019

**Vapiano, London
FOH Team Leader**

- Ensuring requirements for all guests are met; including small children, disabled or food allergic guests.
- Delegating tasks to each colleague to make sure the Front of House is running seamlessly
- Processing transactions, complaints and refunds efficiently.
- Running the in-house Marketing for the Bankside branch

- Looking after the on boarding of new colleagues and the training and development of current colleagues
- Works with other supervisors and management to set and evaluate stock, logistics, projects, and overall goals
- Oversees work quality and verifies satisfactory meeting of company and regulation standards

May 2017-July 2017

**LSE Enterprise
Programme Delivery Intern**

- Supporting the Custom Programme team in running a small selection of programmes for their international partners.
- Arranging programme schedules in collaboration with the allocated supervisor
- Arranging travel and accommodation including issuing visa/confirmation letters
- Securing venues and arranging catering, including VIP dinners and receptions
- Arranging IT, Library & Campus access
- Supporting the organization of external visits
- Collating feedback forms and recording evaluation findings on Excel spreadsheets
- Providing on-location support for custom programme deliveries, such as setting up the teaching venue and IT and taking attendance
- Preparing custom programme teaching materials involving: designing slide templates and materials for programmes; formatting academic materials and preparing them for hard copy printing or IT upload

November 2015 - January 2016

**Harrods, London
Seasonal Disney Cast Member**

- Taking a proactive role in maintaining Disney brand standards.
- Maintaining a neat and organised store both on stage and backstage so that product is clearly represented and available for replenishment.
- Maintaining and participating in producing company visual standards to present an outstanding store environment.
- Ensuring that all new product is on stage so that guests can experience the most current assortment.
- Assisting with stock deliveries and restocking to agreed standards; participating in markdowns, event set-up & stage sets.
- Achieving financial and productivity goals, as agreed with the management team, through appropriate actions and use of guest service behaviours.
- Welcoming guests and accompanying them through the sales process.
- Effective and proficient till-handling.

August 2014 - May 2015

**Richmond, The American International
University, London
Resident Advisor**

- Event planning and budget managing with the Residence Life Team in the Student Affairs Department.
- Promoting the attendance of events and promoting community, personal growth and development.
- Advising, assisting and informing students in the day-to-day operations of residence halls.
- Monitoring, maintaining and enforcing the University's residential policies whilst personally communicating with 30 residential students on a weekly basis.
- Co-ordinating between faculty staff and students using excellent communication and people skills.

Education and Qualifications:

September 2019 - September 2020

Heriot Watt University

- Relevant Coursework: Coaching Psychology, Business Communication, Organisational Culture

September 2013 - December 2017

Richmond, the American International University in London

- 2:1 in Bachelors of Arts in Business Administration with combined studies in Marketing
- Relevant Coursework: Financial and Managerial Accounting, Computer Applications

September 2012 - May 2013

Collingham, The Independent Sixth Form, London

- Psychology AS/A2, Business Studies AS and Theatre Studies AS

September 2006 - May 2012

The Grey Coat Hospital: Church of England Comprehensive School, London

- 5 A-Cs including Maths and English

September 2016- January 2017

Ray Cochrane Beauty School

- NVQ Level 2 Beauty

Personal Interests:

- Baking, travelling and reading
- Active on-campus: Student Government Representative, Student Ambassador