**Jana Rizenkova**

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**Personal Profile**

Trilingual Business Management student at the University of Huddersfield with experience in hospitality and retail. A well organised and determined to succeed individual. Looking for an opportunity to challenge myself to think-out of the box with an addition to gain industrial knowledge in an organisation that will help form the first steps towards a successful business career.

**Key Skills**

**Time management and organisation**

Currently balancing 11 hours of university contact time with independent study and 16 hours of work at Morrisons, 2 hours’ language course, as well as doing a few hours of volunteering at Kirklees Visual Impairment Network.

**Attention to detail**

Receiving a positive recommendation for impeccable performance from my supervisor after closely working with customers for 2 years at the same organisation.

**Teamwork**

I organised the work and supported my team which lead us in becoming one of the finalist teams for **CMI competition ’Changing landscape of teamwork in modern organisations’** at the University of Huddersfield.

**Communication**

Through talking to customers of different nationalities on a day-to-day basis I developed good listening skills. Clearly expressing information and making useful suggestions have helped in solving customer queries such as complaints.

**Education**

2018 – Present **University of Huddersfield BA (Hons) Business Management** Predicted 2.1

**Relevant modules:**

Professional Aspects of Business 91%

Markets and Marketing 69%

Organisational Behaviour 75%

Human Resource Management 72%

Responsible Business Enterprise 71%

2012 – 2018 **Jurmala State Gymnasium, Latvia**

Overall atestat’s grade – 8 (very good) equivalent **Level 3**

2006 – 2012 **Jurmala’s Primary school ‘Atvase’, Latvia**

**Work Experience**

April 2019 – Present **Customer Assistant, Morrisons, Huddersfield**

* Mainly responsible for ordering necessary tools for work at the department through Bunzl system.
* Solved customer queries such as gift wrapping, planning a party, orders and complaints.
* Developed strong working relationship with 5 colleagues on the same department.
* Gained detailed knowledge about the retail industry shop floor operations.
* Checkout trained.

Sept 2018 – April 2019 **Waitress, Revolucion de Cuba, Huddersfield**

* Actively contributed and supported team members through sale incentive challenge by up-selling products and advertising products to customers.
* Enhanced my communication skills with improving my knowledge by learning about the English hospitality industry.
* Demonstrated high standard service skills and knowledge about the diverse Cuban dishes.

May 2018 – Sept 2018, May 2017 – Sept 2017, **Waitress, Majorenhoff, Jurmala**

* Acquired comprehensive knowledge about restaurant operations.
* Built close and professional relationship with 15 colleagues which helped me learn quickly and become an industry professional.
* Interacted with customers from all over the world which boosted my understanding about diversity and different cultures.
* During busy summer seasons learnt to quickly think on my feet and effectively work under pressure as it was most of the time case of multi-tasking.

**Key Achievements**

2020 August – successfully completed Business, Operations & Marketing **Virtual Internship Experience** at Bright Network

2019 July – completed Level 1 of the My Guide receiving status of **Community Sighted Guide**

2019 – Included in Dean’s List for Exceptional Performance 2019

2018 – **Certificate of Gratitude** for the 3rd place in State Olympiad in Russian Language (Foreign Language) from Prime Minister of the Republic of Latvia

2017 – An award for ‘The most active person in student council’ at Jurmala State Gymnasium

2016 - 2017 – Member of **‘Erasmus + Remembrance – Totalitarianism in Europe and Historical Consciousness in European Context’ project** at Jurmala State Gymnasium

**Interests**

**Volunteering -**  I enjoy helping people. From August 2019 I have undertaken an active volunteering role as drop-in support and admin support for **Kirklees Visual Impairment Network.** I have also participated as a volunteer at **Forget Me Not Colour Run 2019** and **Woven Festival 2019 – Innovation in textiles.**

**Languages -**  I am already fluent Latvian, Russian and English speaker. I am now also learning Italian.

**References Available on Request**