



# VIKTORIAA



viktoriayakovenko\_

218 NE 12Th Ave, 201  
Hallandale beach, FL  
33009

## Education

### Bachelor of Logistics and Supply Chain Management

of Logistics in Wroclaw

2022-2024  
not finished

### Logistics college, Wroclaw

2020-2022  
completed 2 years

### Truck Dispatcher Course

2024-2025  
online

## Skills

Communication skills  
Leadership  
Bilingual  
Microsoft word  
Microsoft Excel  
Detail-oriented

Customer service  
Restaurant experience  
Detail-oriented  
Bar terminology  
POS system operation  
Cash handling

## Language

- Ukrainian, Russian - native
- English - Intermediate +
- Polish - Intermediate
- German, Spanish - beginner



Responsible and motivated person with a strong willingness to learn and contribute, who is ready to apply education in the workplace.

Able to handle challenging work, and excellent time management skills



## Work Experience

07/  
2024  
-  
now

### Restaurant Server

- Served food and beverages to patrons and immediately remedied issues with orders.
- Trained new employees on restaurant procedures and plating techniques.
- Displayed enthusiasm and knowledge about restaurant's menu and products.
- Greeted customers, answered questions and recommended specials to increase profits.

01/  
2021-  
06/  
2023

### Events team member

- Worked in hotels : Hilton, MGallery, Q Hotel, Wyndham, Radisson, HP Plaza Hotel, Monopol, Novotel, Zamek Topacz
- Provided customer service support during events, ensuring guests had a positive experience.
- Engaged with attendees, creating a welcoming and positive event experience.
- Participated in post-event evaluations to discuss successes and areas for improvement.

01/  
2023  
-06/  
2023

### Warehouse packer, trainee

- Assembled and packed orders according to customer specifications.
- Stacked cartons onto appropriate pallets according to size and weight restrictions.
- Stretched wrap and move skids to finished goods staging area.
- Received and counted stock items, recording data manually or on computer for inventory purposes.

02/  
2022  
-06/  
2022

### Volunteer coordinator

- Coordination people and volunteer teams, meeting refugees in the railway and bus stations, founding them the housing
- Work under the emotional pressure with no schedule
- Managed day-to-day operations of the department including scheduling tasks and assigning duties.
- Demonstrated strong problem-solving skills, resolving issues efficiently and effectively.



## Hobbies, interests

Traveling, sport games - volleyball, football, trainings;  
math, trying new things, driving.