**Z D E Ň K A**

**ZDENK[A.305395@2freemail.com](mailto:A.305395@2freemail.com)**



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**P E R S O N A L I N F O R M A T I O N**

Date and Place of birth: 08 January 1981, Nové Město na Moravě, Czech Republic

Citizenship: Czech

Marital status: Single

**W O R K H I S T O R Y**

**JANUARY 2016 LOCK STOCK & BARREL, DUBAI, UAE**

**Customer Service Representative**

* providing general administrative and clerical support
* managing the internal database/filing system
* administrative support to managerial staff
* meeting and greeting customers
* responding to enquiries from gests
* operating office equipment such as fax, copier, scanner, phone system, and use computer for word processing, database management, and other applications
* monitoring and responding to emails
* preparing correspondence and documents
* recieving and organizing reservations
* managing reservations and table plans.

**JUNE 2013 – DECEMBER 2015**  **SOUTH BEACH BAR & RESTAURANT, CLUB, HURGHADA, EG** Operations Manager

* managing and organizing day to day business
* coordinating the entire operation of the restaurant and bar during shifts
* ensuring that staff adheres to company standards
* monitoring cost control
* checking stock levels of all items including reporting
* training and motivating employees
* venue accounting and reporting
* coordinating meetings with employees
* managing reservations and table plans
* handling of time sheets and payroll for all staff
* meeting and greeting customers and organising tables
* organising and supervising the shifts of kitchen, waiting and housekeeping staff
* managing inventory and stock takes including reporting

**2005 - 2012** **CULTURAL CENTER, VELKÁ BÍTEŠ, CZ**

**Chief Executive Officer**

* planning, researching markets, organizing and supervising the events (parties, concerts, exhibitions, theaters, conferences, trips, concerts, fundraising and social events,..)
* running Restaurant. Information Centre and Cultural House
* creating long-term and short-term company strategy
* financial budget monthly analysis department
* drafting the budget and annual report
* supervision of the accounting department
* ensuring that staff adheres to company standards
* purchasing control and checks (cost control)
* assisting with internal and external audits
* recruiting, training, motivating and evaluating of employees
* chairing meetings
* handling of time sheets and payroll for all staff

**2001 – 2005** **CULTURAL CENTER, VELKÁ BÍTEŠ, CZ**

# Chief Accountant

* supervision of the accounting department
* supervision of all financial transactions of the company financial budget monthly analysis department
* monitoring cost control
* drafting the budget and annual report
* assisting with internal and external audits
* purchasing control and checks

**E D U C A T I O N**

**06.2006 – 06.2013 MASARYK UNIVERSITY, BRNO, CZ**

# FACULTY OF ECONOMICS

Economic Policy and Administration, Public Economics **MASTER'S DEGREE**.

**01.2001 – 12.2001 INTEGRATED SECONDARY SCHOOL,VELKÉ MEZIŘÍČÍ, CZ**

# BUSINESS ACADEMY

Advanced Level General Certificate of Education

**MATURITA**

**S K I L L S**

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| --- | --- |
| LANGUAGE SKILLS | - Czech (Native) |
|  | - English (4 years of active speaking, fluent spoken and written) |
|  | - German (pre-intermediate) |
| COMPUTER SKILLS | - Experienced in MS Office (Word, Excel, PowerPoint) |
|  | - Accounting Software, Money S3, Pohoda |
|  | - Adobe Lightroom, Adobe Photoshop |
| PERSONAL SKILLS | - Excellent communication and organization skills |
|  | - Team player, responsible, reliable, independent |
|  | - Organised, loyal, friendly, willing to learn |