

# CURRICULUM VITAE



## PERSONAL INFORMATION



Name **VLADA VANDENBOSCH**  
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Nationality Cyprus (EU)  
Date of birth 7<sup>TH</sup> December 1996  
LinkedIn <https://www.linkedin.com/in/vlada-vandenbosch-300bb0169>  
Personal Tax Code VNDVLD96T47Z140U

## LANGUAGE SKILLS

### ENGLISH (NATIVE)

Greek  
Italian  
Russian

Comprehension	Speaking	Writing
C2	C2	C2
C2	C1	B2
C2	C2	C2

## WORK EXPERIENCE

- 10/2021 – 03/2022 Panificio Colombo s.r.l. (Busto Arsizio, Italy)  
**Shopkeeper**  
• Customer service, food preparation, cashier
- 04/2021 – 10/2021 Caffè Napoli (Milan, Italy)  
**Coffee Barista**  
• Customer service, coffee preparation, cashier
- 08/2020 – 11/2020 Coffee Island (Larnaka, Cyprus)  
**Coffee Barista**  
• Customer service, coffee preparation, cashier
- 09/2019 – 11/2019 Sticks'n'sushi (London, UK)  
**Waitress**  
• 50+ covers, specific training on sushi e sake
- 11/2018 – 05/2019 Ginger Promotions (London, UK)  
**Brand Ambassador per Gousto**  
• Direct sales, recruiting, team-building/leading  
• Reached leadership level after completing 10 sales in a week  
• Consistently reached KPIs  
• Lead a team of 6 people  
• Spoke to 120+ people a day
- 02/2017 – 05/2018 Aktea Beach Village Hotel (Ayia Napa, Cyprus)

**Front desk receptionist**

- Thorough training in administrative skills and other office type roles
- First-hand experience in the back of house management of a busy hotel in the well-known tourist area of Ayia Napa
- Opportunities to improve my leadership skills and to delegate tasks to my colleagues
- Greet and welcome all arriving and departing guests
- Liaise with other hotel departments, ensuring rooms recently departed are cleaned and presentable to new arriving customers
- Handling of payments, accounts and management of keys within the hotel
- Taking and following up with bookings and reservations of rooms, dinners or other hotel events
- Work within other departments of the hotel due to previous experience as a waitress
- Strict adherence to company policy and uniform standards, presenting a professional image of the business at all times

07/2016 – 02/2017

Cyprus Airports F&B Ltd. (Larnaca International Airport, Cyprus)

**Cameriera/addetta alle vendite**

- Extensive training in airport security, hospitality and health and safety. A greater understanding of interaction, and the experience of solely operating a unit during night shifts and quiet day shifts
- Excellent team working skills, communication skills, and training in leadership roles
- Fully trained and experienced Barista training with full understanding of coffee types, handling and preparation
- Working at various units, I would take and serve any orders from customers for food and beverages, enter the order into the cash register and transmit the order back to the kitchen
- Checking customers are enjoying their meals or correcting any issues there might be with their food
- Stays alert for customer's requests and be prompt to address them politely
- Balancing and accounting of personal cash register at the end of each shift, and reporting sales to the Duty Manager
- Be critically aware of cutlery and other sharp or dangerous instruments

01/2016 – 07/2016

Häagen-Dazs (Larnaca, Cipro)

**Cameriera e addetta alla cassa**

- Stronger analytical, customer service, and creative problem-solving skills
- A development in my ability to work in different environments and with diverse groups
- Extensive knowledge of hospitality etiquette, food preparation, and customer service training
- Providing excellent wait service to ensure satisfaction
- Up-sell additional products when appropriate
- Escorts customers to their tables and ensures they are settled comfortably; offers coffee and other drinks
- Presents the menu to customers, answers queries about it, and makes suggestions if necessary
- Check dishes and kitchenware for cleanliness and presentation and report any problems

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**EDUCATION**

02/2022 – 08/2022

**TEFL (Level 5)**

The Tefl Academy (TTA)

09/2010 – 07/2015

**Diploma – Graphic Design**

Livadia High School (Larnaca, Cyprus)