

# Anna Weronika Thompson

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## PROFESSIONAL EXPERIENCE

### **Hallmark Aviation Services, Albuquerque, NM (May 2013- present) CSA Agent**

For the last three weeks I was participating in professional training to become a Customer Service Agent representing Frontier Airlines in Albuquerque Sunport. I gained precious knowledge about excellent customer service in this industry, data entry into special database, baggage management system, ground service coordination, security issues and procedures etc. I passed several knowledge tests with score over 90%.

### **Kemtah Group Inc., Albuquerque, NM (March 2013- April 2013) HR Assistant**

My HR assistant position focused mainly in running office errands, filing and organizing information, operating office equipments, providing customer and office staff support and data entry. I assisted with interviewing 89 people and followed over 120 with recruiting process and creating personal files. I was responsible for tracking each person that was hired with his/her documentation and making sure we had all of the needed forms to complete personal file. My daily routine was also to read and respond to the e-mail messages I got, solve current problems, dispel the senders doubts and forward most important to the Senior HR Specialist. I had to contact new hires about missing forms and help them to find the best way to return documentation if they couldn't follow our basic directions. This position required excellent people skills, being a team player and great organizing skills as well as ability to be detail-oriented and solve problems.

## STUDENT JOBS

### **Camp Hidden Meadows, Bartow, WV (June 2010- August 2010) Camp Staff Member**

My position demanded great organization skills and being a team player. It was fast paced environment and each day meant hard work, mostly under pressure of time. That is why organization in large kitchen and co-working with other staff was so important. I was responsible to cook and serve the food for over 120 people as well as clean large kitchen after every meal and make sure we had enough supplies. Kitchen staff position demanded also creativity and troubleshooting skills, especially when I had to deal with smaller or bigger problems that could result in chaos, delay or even failure.

### **Aquarium Music Club, Opole, Poland (September 2009- May 2010) Hostess**

This position required excellent customer service skills and ability to work for whole night. The other essential skills were being team player, reliable, determined, friendly, organized and think strategically. I was able to work in this fast paced, sometimes very stressful position, learn new

things and get along with my co-workers and supervisors as well as provide the best service our customer could get.

**Camp Hidden Meadows, Bartow, WV (June 2009- August 2009) Camp Staff Member**

Working in a large kitchen required perfect organization skills and ability to work under supervision. My main duties were to help with cooking and serve meals to about 100 people; I was also responsible to make special orders for campers and staff leaving for trips. I had to be flexible and help with many other things in the camp whenever I was asked for it.

## **EDUCATION**

**Opole University of Technology, Opole, Poland (March 2011)**

- ◆ Bachelor degree in Management and Production Engineering, Department of Production Engineering and Logistics

**I High School in Dzierżoniów, Dzierżoniów, Poland (May 2007)**

- ◆ High School Diploma

## **OTHER SKILLS**

- Bilingual (Polish/English)
- Perfect typing skills
- Excellent people skills
- Quick learner
- Ready to learn new things to improve efficiency
- Paying attention to the details
- Computer skills (MS Office, Email, Internet searching and posting etc.)
- Driver license
- Organized
- Able to multi-task
- Able to work independently as well as a team member
- Motivated
- Perfectionist