Timea Tokes

timeatokes87@yahoo.co.uk

07455115269

Cheam, London

**PERSONAL STATEMENT**

A proactive individual with 3 years experience in volunteer management, marketing, sales management, creative writing, and administration. In my work, I use both my creativity and my calmness to inspire others. I can easily work as part of a team, but I am not afraid to work on my own initiative either. People tend to come to me for advice.

WORK EXPERIENCE

**Crew Trainer at McDonald’s North Cheam Sept 2017 – Present**

* Training, monitoring, coaching and motivating crew (both new and existing ones)
* Completing observation checklists on crew
* Providing appreciative feedback and/or corrective coaching
* Maintaining an excellent customer service in all areas
* Leading areas, delegating duties and responsibilities (approx 10-15 people)

**Owner of Tokes Enterprise Aug 2015 - Present**

* Creative Writing, Proofreading and Editing (both fiction and non-fiction)
* English and French Tuition
* English, French and Hungarian Translation
* Creative classes (glass painting, bead works, soap basket making, etc)
* Creative Corporate Events Management (up to 70 people)
* Babysitting

**Sales Manager Aug 2015 – Nov 2015**

The Vine Project, Mitcham (Registered Charity/Social Enterprise)

Responsibilities include but not limited to:

* Managing drivers’ daily schedule
* Stock control
* Weekly sales against set targets
* Managing warehouse stock and display
* Direct customer contact, as well as email and phone
* Training and managing sales & admin volunteers

**Volunteer & Office Manager April 2013 – Aug 2015**

The Vine Project, Mitcham (Registered Charity/Social Enterprise)

Responsibilities include but not limited to:

* Being first point of contact for volunteers
* Interviewing, inducting, monitoring and supervising volunteers (around 30 at a time)
* Maintaining regular contact with local Job Centres, Team London and Volunteer Referring Agencies
* Attending internal and external meetings
* Allocating roles among volunteers within the organization
* Monitoring, managing, updating and improving databases, induction process and attendance tracking systems
* Making sure that all health and safety procedures are followed
* Providing references for volunteers
* Managing volunteer travel expenses
* Ensuring individual development of volunteers
* Maintaining the smooth running of the organization on a daily basis
* Speed volunteering program management – creating, advertising and managing 105 creative volunteering days, including gathering information, marketing, induction, supervision and administration of a group of 5-30 people

**QUALIFICATIONS**

**Volunteer Management Training** (2014)

**First Aid Training** (2013)

**NCFE lvl 2** qualification in Business and Administration (2012)

**GCSE** in Maths, English Language (advanced), French Language, Hungarian Literature and Grammar, History (2006)

**PERSONAL INTERESTS**

* I love reading and learning new skills (I am a fast learner)
* I am a self-published author, with more than 30 titles on Amazon.
* I independently use Microsoft Office Word, Microsoft Office Excel, Adobe Acrobat Reader, Microsoft Office Power Point, Outlook Express, AirSet, CTX, Do-it, Quickbooks

**REFERENCES**

References are available on request.