

# Anna Kowalska

Preston, Lancashire | 07XXX XXXXXX | anna.kowalska@example.com

## PERSONAL PROFILE

Reliable and customer-focused professional with over four years of experience in retail and cleaning services. Confident working in busy environments, supporting customers, and following health and safety procedures. Looking for a full-time position where I can contribute to a hardworking team.

## KEY SKILLS

- Customer service and clear communication
- Teamwork and time management
- Cleaning standards, COSHH and safe working practices
- Basic IT skills including Microsoft Word and email

## WORK EXPERIENCE

Retail Assistant | Example Retail Store, Preston | 2022 – 2026

- Assisted customers in finding products and answering questions.
- Supported stock replenishment and maintained a tidy shop floor.
- Followed workplace health and safety procedures.

Cleaning Operative | Example Facilities Ltd, Preston | 2020 – 2022

- Completed routine cleaning tasks to agreed standards.
- Used cleaning materials safely and reported maintenance issues promptly.

## EDUCATION & QUALIFICATIONS

Secondary School Certificate — Poland

Manual Handling Awareness — 2024

English: conversational | Polish: fluent

## ADDITIONAL INFORMATION

Full UK driving licence. Available for flexible shifts, including weekends.

## REFERENCES

Available on request.