LIGA RAMIREZ SVEDE
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PROFESSIONAL SUMMARY

Meticulous, responsible, independent and self-motivated natural leader with great communication, interpersonal and organization skills and drive for success. Easily adapts to dynamic environments and capable of completing challenging tasks quickly and efficiently. Excellent problem solving and analytical skills and strong logical thinking capabilities.

WORK HISTORY

04/2018 to 09/2018   **Bartender/ waitress/ barista** *SIA "Terbatas iela 2" – Valmiera, Latvia*

- Opened and closed the café and bar, set up and cleaned equipment
- Managed barista duties
- Placed orders twice a week, received deliveries and administrated shelving on stocks every day
- Organized 6 special events for clients
- Accepted calls for delivery and other inquiries daily
- Implemented drink and food promotions increasing sales by 39%

02/2017 to 03/2018   **Bartender** *Cowboy Bills Honky Tonk Saloon – Key West, FL*

- 5 years customer service experience
- Maintained a consistent, 100% attendance record
- Adapted to new work environment changing primary language to english
- Closed out cash register 2500-5000$ every day and prepared cashier report
- Carefully followed safety and sanitation policies handling food and beverages

01/2015 to 04/2015   **Intern in the Customs Office of the Department of Logistics** *SIA Riga Commercial Port – Riga, Latvia*

- Prepared and processed import and export documentation 5-8 every day according to customs regulations, laws, or procedures and classified goods into different fee or tariff groups, using a tariff coding system
- Communicated freight transportation information to customers or suppliers, using transportation management, electronic logistics marketplace, or electronic freight information systems, saving 1-3 hours of client's time

03/2014 to 06/2014   **Intern at border control point of the National Customs Board** *The State Revenue Service – Valmiera, Latvia*

- Checked import/export documentation to determine cargo contents daily, executed customs physical control 5-10 times per month inspecting and counting items received and checking them against invoices, collected samples of merchandise for examination, appraisal, or testing

- Executed clearance of 10 customs declarations daily, performed risk analysis

06/2013 to 01/2016 **Bartender** *SIA "Priority No 1" – Valmiera, Latvia*

- Managed bar inventory once a month for 50-70 different beverages and snacks, restocked supplies and placed new orders once a week
- Created effective schedules for 8 employees that maintained coverage at peak times and minimized labor costs
- Recruited and trained 7 people on bar practices, customer service standards and productivity strategies

01/2013 to 06/2013 **Salesperson** *SIA "Company Madara'89" – Rujiena, Latvia*

- Built strong client relationships, provided high value-adding services and completed all point of sale opening and closing procedures, including operating a cash register with 99,9% accuracy

11/2012 to 02/2013 **Intern in Investigation Division of the Customs Police Dep.** *The State Revenue Service – Riga, Latvia*

- Studied and analyzed pre-trial investigation documentation for 5 different cases, and prepared various decisions (decision on suspension of criminal procedure, recognition of a suspect, application of a security measure, etc.)
- Participated in the questioning of 3 different suspects
- Located and seized in contraband, undeclared merchandise

EDUCATION

09/ 2011 to 06/2015 **Professional Bachelor Degree in Customs and Tax Administration**: **Internal Security and Civil Protection** *Riga Technical University, Riga, Latvia* -

- Ranked #10 overall of 120 in class
- Average grade 8,88, **GPA – 3,70**

LANGUAGES

English - Advanced High

Latvian - Native

Russian - Advanced Low

OTHER SKILLS

- Valid Florida driver's license
- Microsoft Office
- 09/2010 – 05/2011 - Participated in Youth Guard Centre (military training included operational activities, planning and physical and weapons training, as well as the risk assessment and prevention)