

# VICTORIA SROKA

**GARFIELD, NJ 07026**

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## **EDUCATION**

**BACHELOR OF ARTS** Major: Justice Studies Concentration: Paralegal Studies

Montclair State University

*Montclair, NJ | Expected in May 2022*

- Presidential Scholarship
- Polish and Slavic Federal Credit Union Scholarship
- Polish Cultural Foundation Scholarship
- Member of National Society for Legal Technology - Legal Certificate
- Member of The National Society of Leadership and Success (Sigma Alpha Pi)
- Coursework in Law and Litigation, Fundamentals of Accounting, Computer Applications in the Legal Environment, Research Methods in Justice Studies, Cybercrime, Homeland Security, Juries and Justice, Perspectives in Justice Studies, Forensic Psychology, Criminology, Criminal Law and Procedure Introduction to International Justice, International Justice II, College Writing I, College Writing II, Statistics
- Dean's List Fall 2018-Spring 2020

## **HIGH SCHOOL DIPLOMA**

Garfield High School

*Garfield, NJ | June 2018*

- Member of National Honor Society
- Awarded New Jersey Seal of Bilingualism
- Elected Captain of Varsity Volleyball
- Elected President of Polish Club
- Elected Co-President of Political Science Club
- Member of Passaic River Clean-Up Crew

## **SKILLS**

- Proficient in Microsoft Office (Excel, Word, PowerPoint, Outlook)
- Social media marketing and research
- Employee training
- Store Management
- Proficient in Google Suite (Docs, Gmail, Drive, Sheets, Slides)
- Fluency in Polish
- Relationship development
- Financial Management

## **WORK HISTORY**

### **ZINBURGER WINE & BURGER BAR**

*Hostess/Corporate Field Trainer | Clifton, NJ | August 2019 - Current*

- Monitored guests for intoxication and immediately reported concerns to management, contributing to safe and welcoming environments for all patrons.
- Monitored dining room and guest flow to maximize table usage and minimize wait times by 80%.
- Managed telephone guest inquiries, customer service requests and reservation bookings using OpenTable Software.
- Assisted managers with quickly resolving service- and food-related issues.
- Conducted evaluations and observed employee performance to identify areas of needed improvement.

### **CUPS FROZEN YOGURT**

*Shift Supervisor/Cashier Supervisor | Clifton, NJ | May 2017 - August 2019*

- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Completed store opening and closing procedures, including setting up registers and checking products.
- Developed and enhanced job assignments for employees, planned production schedules and strengthened organization of task flows.
- Reviewed and resolved differences between accounting information and cash drawer.