

Beatrice

**Add**. Dubai - UAE

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| **Personal Data:** |  |  |  | **Objectives:** |  |
| **D.O.B**: 19thJune 1991 | |  |  | Front Office / Hotels | |
| **Place of birth**: Romania - Iasi | |  |  |  |  |
| **Marital Status**: Married | |  |  |  |  |
| **Nationality**: Romanian | |  |  |  |  |
|  |  | **Education** |  | | |

**Primary & Secondary School:** Ionel Teodoreanu nr 4–Iasi, Romania

**High School**: Dimitrie Cantemir Bilingual Spanish–English

**University:** Alexandru Ioan Cuza

**Section:** Geography and Geology

**Languages Skills** **Interests:** Music & Traveling

Romanian: Mother tongue -

English: Fluent -

Spanish: Fluent -

**Personal Skills**

Very good Knowledge of the structure and content of the English & Spanish languages including the meaning -

.and spelling of words, rules of composition, and gramma

Very good Knowledge of principles and processes for providing customer and personal services. This includes -

.customer needs, meeting quality standards for services, and evaluation of customer satisfaction

**Social skills and competences:**

Organized person, responsible, with self-respect and self-reliance, able to establish and maintain good working relations with people of different national and cultural backgrounds. Able to maintain in good team work environment.

Motivated, enthusiastic about developing good relations with others and effective by

.working alone or as a co-operative team member

Challenging person, working under pressure and capable of adapting to any working

.atmosphere

**Career Objectives:**

Seeking a challenging career in a multinational organization where my academic knowledge and

.communication skills can be used, enhanced, and developed

Proven Experience in launching products/services and maintaining Brand identity and supervising .implementation of Brand standards

**Computer Skills** :

1. Microsoft Office Package (word, excel…etc )
2. Opera System (5.1) (6.0)
3. Outlook & GroupWise Mailing Systems.
4. Internet & Internet surfing

**Experience**

**September 13 – June 14**

**Logistics Global Solutions**

**Cairo / Maadi – Egypt**

**Position:** Telemarketing Agent

* Generating and closing ( Pipe Line System ) leads through telephone conference with US citizens (Seniors) helping with medical equipment
* Applied general knowledge of most medical equipment.

Worked as an effective team member

**April 12 Till September 13**

**Centro Global Solutions**

**Cairo - Egypt**

**Position:** Telemarketing Agent

* Generating leads through telephone conference with US citizens (Seniors) helping with medical equipment
* Learned general knowledge of most medical equipment.

**Sept. 2011 till March 2012.**

**Moevenpick Hotel**

**Qatar - Doha**

**Position:** Front Desk Agent (GSA)

* Ensure guests are able to check-in and out quickly and efficiently
* Registers guests into the hotel in a prompt and courteous manner using up selling techniques to maximize room rates.
* Issues, controls and releases guest safe-deposit boxes.
* Setting walk-in and up selling guests at the front desk directly relates to room availability at the time of check-in.
* Respond to guest requests promptly
* Resolve guest’s complaints & Follow up to ensure their satisfaction
* Prepare for group check in and out and VIP arrivals; becomes informed of events/ functions in the hotel during the shift.
* Handle all complaints and problems to the guest’s satisfaction.
* Upkeep a high service standard and smooth operation

**March 2011 Till Sept 2011.**

**Fraser Suites Doha**

**Qatar - Doha**

**Position:** Front Desk Agent & Guest Relations.

Job Description:

* Issues, controls and releases guest safe-deposit boxes.
* Setting walk-in and up selling guests at the front desk directly relates to room availability at the time of check-in.
* Respond to guest requests promptly
* Resolve guest’s complaints & Follow up to ensure their satisfaction
* Prepare for group check in and out and VIP arrivals; becomes informed of events/ functions in the hotel during the shift.
* Ensure guests are able to check-in and out quickly and efficiently
* Registers guests into the hotel in a prompt and courteous manner using up selling techniques to maximize room rates.
* Handle all complaints and problems to the guest’s satisfaction.
* Upkeep a high service standard and smooth operation

**Aug.2010 Till Feb 2011.**

**Zaki Iasi – Arabic Restaurant**

**Iasi - Romania**

**Position:** Waitress

Job Description:

* Attend the clients from the restaurant.
* Maintaining restaurant to be always organized and prepared for huge dinning events.
* Handling major dinning event, business dinning, and organizing catering services.

**Specifications:**

* Decision maker
* Good planning skills
* Good training skills
* Good people management and communication skills

References furnished upon request.

Best Regards,

Beatrice