**CURRICULUM VITAE**

**Nationality :** Romanian

**Date of birth:** 27 September 1986

**Marital status:** Married

**Education and studies**

1. **Bachelor -** University „Spiru Haret”, International Relationships and European Studies profile , Bucharest ,Romania
2. **High school -** National College „Octavian Goga”, Foreign languages profile ,Miercurea Ciuc ,Romania
3. **Qualifications:**
* **German Language assessment test passed with flying colours (** The Yas Hotel, 2nd of August 2010)
* **Colleague of the month RUNNER UP** ( Yas Hotel , May 2010)
* **Certificate of appreciation during the first FORMULA 1** (Yas Hotel , October 30,31 -1st of November 2009 )
* **Certificate of achievement of Hotel Orientation Program for Employees** (Yas Hotel , 29th August 2009 )
* **Certificate of achievement of Training In Guest Employee Relation**  ( Yas Hotel

, 26-27 August 2009 )

**Work experience**

Working city : Dubai/UAE

 Activity filed : Administration and Management department

Designation: Administration Assistant

Year: August 2011 – currently employed

 **Clover Creek Hotel**

Working city : Dubai/UAE

 Activity filed : Administration and Management department

Designation: Executive Secretary Assistant

Year: May 2011 - August 2011

 Primary duties and responsibilities:

1. Taking morning management meeting minutes and report it to the concerned departments

2.In charge with the booking of the meeting room and preparing the necessary arrangements

3**.** Issuing daily agenda for the CEO and updating it if necessary

4.Answering to external and internal phone,email,fax concerning the management department

5. Preparing Word and Excel documents and laminating some

6.Planing and paying bank bills

7.Working very closely with the Human Resources department:

 - arranging interviews

 - coordinating visa and necessary documentation

8. Making different bookings : airplane, hotel,transportation

9. Arranging meetings for the CEO and the management personnel

10. Keeping and refill the stationary and filling the documents

11. Coordinating and taking parcels and documents with the delivery company .

12. Meet and greet clients

13. Checking the hotel rooms for upcoming VIP guests

14. Handling cash for banking,management department and CEO costs and report it to Finance

15. Working with Partners of the company for different tasks

 More upon request.

**Company : Downtown**

Working city : Dubai/UAE

 Activity filed : Administration Management department: Personal Assistant to the General Manager

Year: 2010- 2011

 Primary duties and responsibilities:

1. Preparing / Printing reports on daily, weekly and monthly basis.
2. Daily/Weekly /Monthly mystery shopper report coordination between departments and reporting to the corporate office with the final result.
3. Working in : EAM , FMC,INTERFLEX , OPERA ,Microsoft Office system.
4. Answering to external and internal phone,email,fax requests.
5. Departmental coordination of the needed documents to be signed and returned in efficient time.
6. In charge with the showcases contracts( renewal, bringing new potential clients)
7. Daily room inspection ;
8. Responsible for filing the KPI& MBO file for the Management Office .
9. Management rooster for all department heads.
10. Manager on duty and Guest Engagement Manager roster coordination.
11. Handle guest complains
12. Paying bills online and personal to the encounter.

 Reference :Mr. Simeon Lisles Jhon Olle – General Manager – 044368882

Mrs. Sara Bianchi- Area Director Quality

 **Company : Viceroy Hotel**

Working city : Abu Dhabi/UAE

Activity filed : Hospitality

Rooms department: Front Office Representative

Year: August 2009- October 2010

 Primary duties and responsabilities:

Meet ,Greet and Escort all guests arriving to the hotel(Room & Outlets)

Show excellent customer service skills,be courteous and professional at all times

Lead by example trough passionate ,hands on approach and motivating the team

Ensure smooth and efficient daily operation of the Front Office

Work in partnership with all departments of the hotel

Ensure that all the guest queries and requests for information are handled efficiently

Well informed at all times about any information that might be useful to the guest

Establish and develop personal guest contact

Maintain the privacy of all guest

Handle guest complains and requests

Be fully trained on the emergency and evacuation procedures

Attending training as per established monthly plan

Attending daily and monthly briefing

Adhere to the hotel’s credit policy at all times

Enter all relevant guest data info the PMS promptly and accurately

Issue and close safety boxes using proper forms and procedures

Attend all the guests in the procedure of check in/out,inquiries,key handling,messages and all the related matters

Check and action traces in PMS on arrival,departure and during the stay

Take room reservation efficiently

Register the guest accordingly to the hotel policy

Prepare and balance the cash report and remittance envelop at the end of the shift

Handle payments by cash and credit cards in accordance with the Finance procedures

Carry out cashiers duties,i.e foreign currency exchange,paid outs,posting ,refund,etc

Maintain the individual cash float,take full responsibility for it that it is balanced all the times

Printing reports on hour basis

 Reference : Mr. Niazy Youssef - Front Office Manager Assistant Contact detail /0503598714

 Mr.Mohamed Kamal – Front Office Night Manager Contact detail : 00971/0502680863

 **Company: Residence Hotel**

Working city : Bucharest – Romania

Activity filed : Hospitality ( October 2007 – August 2009 )

Responsabilities :

1. Dealing with the reservations coming trough email,fax,phone and incoming guest.
2. Making offers trough the email,fax,phone to the potential new customers.
3. Dealing with the rates on GDS.(Booking.com /Venere / Goviaggi)
4. Spa treatment reservations.
5. Transportation bookings for airport pick up and drop off to the hotel and vice versa.
6. Tour bookings for the main attraction cities in Romania .
7. Reservations to be introduced in the personal system of the hotel and also on the daily basis printed report .
8. Personalised check in and check out for the guests.
9. Taking care of the bar checks upon the guest stay and check out.
10. Handling with cash float and the required transactions( Invoices to different companies from the country and abroad,currency exchange,refund,)
11. Dealing with the guest requires and complains and taking immediate action
12. After 4 PM I was responsible for the additional bookings therefore I had to check and assure the housekeeping standard in the apartments.
13. We have been trained for the bar attendant in order to help at anytime needed.

**Languages**

* Romanian
* Hungarian
* English
* Italian
* German ( assesment confirmed by the Dir. HR .Mr Jorg Meyer)
* French

**Personal abilities**

* Adapt to a new work environment and good skills in communications.
* I am honest , courteous responsible,ambitious and positive person.
* Open mind and proactive.
* To take the new challenges as an opportunity to develop myself.
* Hard working .
* Dealing with emotions.
* Good listener and patient.

**Driven licence B –Yes**

**Computer skills**

* Microsoft Word
* Microsoft Excel
* Microsoft Power Point
* FMC
* EAM
* Opera
* Interflex

**HOBBY**

* Traveling
* Reading
* Listen music
* Sport

**First Name of Application CV No:** **1703358**

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