

Contact HR Consultant for CV No: 298475

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**P r o f e s s i o n a l S u m m a r y**



**”** Broad experience in managing customer relations and operations in a Service environment,in the UAE, Romania, and Germany. As an assertive professional with outstanding interpersonal, communications, negotiation and people skills, I aim to pursue a dynamic career in a reputed organization where my demonstrated skills and achievements would be

valuable.**”**

**K e y S k i l l s**



Ability to communicate with staffs of all levels. Excellent People and Team Management skills. Willing to work retail hours.

Assertive, analytical and decisive.

Experience in Training staff on operations and people skills.

Well versed in managing employee schedules and pay-roll system amendments. Operations analysis and service continuity and improvement activities.

Expert on managing Customer Satisfaction.

**P r o f e s s i o n a l E x p e r i e n c e**



**Marketing Manager** October 12 –October 15

Desage Group | Location: Abu Dhabi

Responsible for marketing of company products and services to the right market whether B2B or B2C Demonstrate technical marketing skills and company products knowledge

Conducting marketing research in order to identify market requirements for current and future products Preparing Marketing and PR plans

Executing and fulfilling the actual marketing plan Managing the sales and purchasing department

Prepared and implement sales and promotion events

Maintaining professional internal and external relationships that meet company core values

**P.A. and Event Coordinator** April 10 – September 12

Kiwi Multi Media | Location: P.O.Box 46772 Abu Dhabi

Contact: C.E.O. Suzanne McLean

Contacting perspective clients, setting up meetings Set up of events, out sourcing requirements

Preparing proposals for potential clients

Preparing themed events, providing necessary collaterals to promote the event Proposal for promotion through media

Following up with the deadlines

Interviewing and hiring of employees

Keeping the accounts payable up to date

**Operations Manager** Jun 08 – March10

Alfredo Café | Location: Abu Dhabi Mall, Abu Dhabi (UAE)

Contact: G.M. Tarek Kennan

Setting a budget for wages, supplies and equipment and other expenses the café will have.

Determining the correct amount to charge for various items on the menu from coffee and beverages through to food items.

Greeting and talking with customers, getting feedback regarding both items offered on the menu and service to the customers.

Hiring, training, supervising, promoting or firing staff as required.

Advertising and marketing the café, planning new campaigns to attract customers and constantly expanding the client base.

Attending meetings and discussing business operations. Setting and supervising the schedule for the staff

Sending and receiving business letters Training the staff.

**Supervisor / Outlet Manager** Jan 07 – Jun 08

Moka Café | Location: Marine Mall, Abu Dhabi (UAE)

Assuring guest satisfaction.

Meeting with vendors and salespeople to order various food and supplies from various companies. Handling guest’s complaints and recommendations.

Ensuring compliance with set Service Quality Standards.

Monitoring and Managing High Quality Standards of Food and Beverages. Managing invoices, and their payments.

Handling inventory checks for consumables required & replenishment for the restaurant.

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| **Assistant Manager** | 2000 - 2006 |
| Sttadt Casino | Location: Dusseldorf (Germany) |  |

Ensuring customer satisfaction, promoting an ‘Always Smiling’ atmosphere to the customers.

Handle official customer complaints and queries.

Taking minutes for all legal meetings and proceeding carried out for the City Council.

Administration activities including filing, emailing, communication circulation, and data entry.

**E d u c a t i o n a l B a c k g r o u n d**



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| **Secondary** | 1998 |
| Petru Poni Collage-Roman, Romania Industry of Food and Manufacturing |  |

**S t a t u s a n d C o n t a c t**



**Residence Status:** Tourist visa ( 3 months )

**Marital Status:** Married

**Date of Birth:** 01 January 1981

**Place of Birth:** Roman City, Romania

**Languages:** English, Romanian, & German (fluent), French, Spanish, Italian

(intermediate)

**License driving** Yes