

**CURRICULUM VITAE**

DANIELA

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**CAREER OBJECTIVE**

To become a part of a challenging and growth oriented organization where I can prove my skills and knowledge.

**PERSONAL DETAILS**

Name : Daniela

Date of Birth : 30/09/1977

Nationality : Romanian

Status : Married

Gender : Female

**EDUCATION & TRAINING**

**Commercial High School Bucharest 1992 - 1996**

* High School Diploma
* Information Technology high school diploma

**International School of Computer Bucharest Jun - Sep 1996**

* Advanced course in computer
* Advanced course in Microsoft Package. (MS Word , MS Excel & MS Power Point)

**Airline Training**

* Training in delivering high customer services.
* Safety training for the following Aircrafts:

A319, A320, A333, A334, A335, A336 and Boeing 773

**Nadia International Institute** **Abu Dhabi Dec 2015**

* MS Office 2010 course (Word, Excel, Power Point ,Outlook)

**WORKING EXPERIENCE**

**Via Nova Emirates Real Estate , Abu Dhabi, UAE**

**Job Title: Leasing Consultant Apr - Sept 2016**

# Company Profile: Via Nova Real Estate was founded in 2011 to fulfill the need for professional real estate management and brokerage in UAE.  Via Nova Real Estate is dedicated to improve the quality of life, making it better and more enjoyable for clients, while strengthening position as a dynamic and leading real estate company in UAE.

**Job Description:**

* Completing lease form or agreement and collects rental deposit
* Responsible for insuring the “model” apartments and target apartments are ready for show.
* Knowledgeable of required telephone and sales techniques.
* Thorough knowledge of lease terms, specifications and all community policies.
* Knowledgeable of current market conditions.
* Fully informed of current rental rates, sizes, locations and all amenities of property.
* Maintaining contact with all apartment locator services and local businesses to provide informational material. Updating periodically.
* Responsible for “shopping” competitive properties.
* Developing and maintaining an on-going resident retention program under direction of Community Manager.
* Responsible for proper maintenance of all resident and property files.

**Yas Mall – ALDAR , Abu Dhabi , UAE**

**Job Title**: **Customer Service Supervisor** **(Opening Team) Oct 2014 – Mar 2016**

**Company Profile**: Abu Dhabi-based Aldar Properties PJSC is one of the largest developers in the Middle East and North Africa region, The Company has developed some of Abu Dhabi’s most iconic and complex projects, from the Formula 1 facilities on Yas Island to the thriving new Shams Abu Dhabi community on Reem Island.

**Job Description:**

* Supervising the team of 22 people (14 nationalities)
* Creating ideas and establishing plans to develop the service and enhance customer life-cycle
* Providing sufficient feedback and generating ideas to meet customer's needs and satisfaction
* Enhance employees' performance through training and knowledge developing through daily briefs
* Preparing and conducting training to the new joiners
* Implementing staff roster based on the business needs
* Monitoring staff performance
* Follow up and ensure customers' complains are brought to satisfactory level
* Completing paper works and reporting to senior management
* Delegating task and assisting the team by performing the task with them
* Assisting and hiring new staff

**Etihad Airways, Abu Dhabi, UAE**

**Company Profile**: Providing world class service in the Airline business and one of the fastest growing Airlines in the World.

**Job Title**: **Cabin Crew Senior.**  **Mar 2008 – Jun 2012**

**Job Description:**

* Looking after the team, ensuring they give good customer services, turn up on time and are generally doing their job properly, and helping the company run as smoothly as possible.
* Delegating tasks
* Monitor the team performance
* Assisting the team by performing the task with them
* Helping with training and development
* Completing paper work
* Handling complaints (from staff and customer)
* Reporting to senior management

**Job Title**: **Flight Attendant Jun 2004 - Jun 2012**

**Job Description**:

* Caring our flight customers by providing our best services during their stay with Etihad Airways, team leader in premium class and VIP Class.

**Golden Gate Marketing Management, Dubai, UAE**

 (Dubai holding Sales Consultant)

**Job Title: Sales Executive 2003 - 2004**

**Company Profile**: The Company is the sole agent “Sun International” in the Middle East, promoting and selling time-share units in the Sun City Lost City in South Africa and selling various resorts in Spain for the past seven years in Dubai.

**Job Description**:

* Giving regular presentation about the club benefits, resorts and all necessary information to our members and non-members about the club.

**L.G. Electronics, Dubai, UAE**

**Job Title: Sales Representative 2002 - 2003**

**Company Profile:** L.G firm famous for several products in different fields of which are communication devices.

**Job Description:**

* My job as a sales representative was to promote and sell the L.G Brand mobile phones at Deira City Center.

**PERSONAL SKILLS**

* Ability to lead and decision making.
* Ability to work under pressure and meet deadlines.
* Ability to work in a team and a fast learner.
* Ability to deliver high standard of customer services for business, first and VIP guests.
* Ability to find solution and overcome challenging situation.
* Ability to overcome get lag and adjust to different time zone & still able to perform at high level.
* Excellent CRM Skills.
* Highly developed cultures awareness.
* High understanding and acting on the importance of safety and security.
* Solving challenging situation with limited resources.

**LANGUAGES**

Romanian : Native

English : Excellent

Italian : Good

Arabic : Perusing (learning)

**INTEREST AND ACTIVITIES**

Reading Listening to music, and traveling to new places.

**REFERENCES**

References will be available upon request.