|  |  |
| --- | --- |
| PERSONAL INFORMATION | Lucia |
|  | |
|  |  |
|  |
| [lucia.383196@2freemail.com](mailto:lucia.383196@2freemail.com) |
| Sex Female| Date of birth 09/09/1975| Nationality Romanian |

|  |  |  |
| --- | --- | --- |
| WORK EXPERIENCE |  | |
| April 2016 – Present | After Sales Assistant | |
|  | NIDEC Oradea, Romania   * Receive worldwide after-sale Schindler claims for Leroy Somer products * In close relationship with Leroy Somer after-sale team in France, ensure the administrative management of the claims according to the company procedures * Ensure daily and monthly statistical reports on the service’s activities (after-sale claims and spare-parts sales) * Updating Procedures and Database (different extractions, filling Excel files with new data )   gff |

|  |  |
| --- | --- |
| April 2015 –April 2016 | Customer Care Assistant with English and French |
| SC Xerox Business Services Romania SRL, Oradea |
| * Handling incoming calls efficiently; * Use experience to identify customer needs and handle accordingly; * Demonstrate sincerity and empathy when appropriate by using the proper voice/tone pitch and word choice; * Handle multiple tasks (i.e. talking with customers while accessing information in a computer). |
| Business or sectorCustomer Service |

|  |  |
| --- | --- |
| March 2012 – June 2013 | English Tutor |
| Brussels - Belgium |
| * Providing care and educational development; * Teaching English as a foreign language; |
| Business or sector Education and Teaching |

|  |  |
| --- | --- |
| November 2011 – February 2012 | Receptionist |
| ‘Le Côté Vert’Hotel- Waterloo, Belgium |
| * Manage room bookings by phone, email, or face-to-face; * Completing procedures when guests arrive and leave; * Preparing bills and taking payments; * Answering or referring inquiries. |
| Business or sector Hospitality |

|  |  |
| --- | --- |
| February 2011–August 2011 | Freelance English and French Teacher |
| Oşorhei Primary School | Bihor District - The children were 11 to 14 years old |
| * Teaching French as a foreign language; * Lesson planning; |

|  |  |
| --- | --- |
| November 2007 – August 2011 | Nursery School | Oradea - The children were 3 to 7 years old |
| * Teaching English as a foreign language; * Lesson planning; * Use of audio / video materials and tutorials; * Involving children in different shows and role- playing. |
| Business or sector Education and Teaching |

|  |  |
| --- | --- |
| January 2008 – January 2009  May 2008 – May 2009 | Translator and Interpreter – part-time jobs |
| Elpis Publishing House, Oradea |
| * Translation from English to Romanian of various leaflets and books.   SC Schuster SRL, Oradea   * Translation from English to Romanian and vice versa of various texts and technical documentation regarding different products imported by the company; * Interpreter during meetings with international partners. |
| Business or sectorTranslation |

|  |  |
| --- | --- |
| April 1998 – August 2006 | English and French teacher |
| High Schools and Primary Schools, Bihor County - The students were 8 to 18 years old |
| * Teaching English and French; * Lesson planning and tutorials; * School magazine editor and school theatre coordinator. |
| Business or sectorEducation and Teaching |

|  |  |
| --- | --- |
| EDUCATION AND TRAINING |  |

|  |  |  |
| --- | --- | --- |
| 2006 - 2007 | Master’s degree |  |
| University of Reims, France | |
| * European Studies and Political Sciences | |

|  |  |  |
| --- | --- | --- |
| 2005 - 2006 | Master’s degree |  |
| Faculty of History - Geography, University of Oradea | |
| * European Regional Studies | |

|  |  |  |
| --- | --- | --- |
| 1993 - 1997 | Bachelor’s Degree in Philology, English major and French minor |  |
| Faculty of Letters, University of Oradea | |
| * Teaching Education * English and French grammar and literature | |

|  |  |  |
| --- | --- | --- |
| February 2011 | Preparing Students for Business English Certificate |  |
| British Council Romania | |

|  |  |
| --- | --- |
| October 2010 | Working towards Teaching Knowledge Test Certificate |
| British Council Romania | |

|  |  |
| --- | --- |
|  |  |
|  | |

|  |  |  |
| --- | --- | --- |
| August2000 | Definitive Certificate |  |
| The Ministry of Education from Romania, University of Oradea | |

|  |  |
| --- | --- |
| July1998 | Certificate in School Psychology and Pedagogy |
| The Ministry of Education from Romania, University of Oradea | |

|  |  |
| --- | --- |
| PERSONAL SKILLS |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Mother tongue | Romanian | | | | |
|  |  | | | | |
| Other language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | C1 | C1 | C1 | C1 | C1 |
| French | C1 | C1 | C1 | C1 | C1 |
|  |  | | | | |

|  |  |
| --- | --- |
| Communication skills | * I possess very good communication skills gained through my experience as a teacher, as well as a customer care assistant; * Ability to adapt to different situations and multicultural environments achieved through the studying and working abroad experience; |

|  |  |
| --- | --- |
| Organisational / managerial skills | * I have managed to develop my leadership skills and competences during my working experience as a teacher, but also a school magazine editor and coordinator; * I have good management skills when it comes tomeeting deadlines,because I like to believe that I do everything as efficiently as possible. |

|  |  |
| --- | --- |
| Job-related skills | * I am a responsible, hardworking and optimistic person, always willing to learn new things; * I have a good resistance to stress and routine work; * I am a cooperative person: I share my working knowledge with my colleagues; * Teamwork player |

|  |  |
| --- | --- |
| Computer skills | In good command of Windows tools, Word, Excel and Internet. |
|  |  |