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| PERSONAL INFORMATION | Lucia  |
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| lucia.383196@2freemail.com  |
| Sex Female| Date of birth 09/09/1975| Nationality Romanian |

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| 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 )

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| 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).
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| Business or sectorCustomer Service |

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

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| 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.
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| Business or sector Hospitality |

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| 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;
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| 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 |

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| January 2008 – January 2009May 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 |

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| 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 |

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| EDUCATION AND TRAINING |  |

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| 2006 - 2007 | Master’s degree |  |
| University of Reims, France |
| * European Studies and Political Sciences
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| 2005 - 2006 | Master’s degree |  |
| Faculty of History - Geography, University of Oradea |
| * European Regional Studies
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| 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
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| February 2011 | Preparing Students for Business English Certificate |  |
| British Council Romania |

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

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

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

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| PERSONAL SKILLS |  |

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| Mother tongue | Romanian |
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| Other language(s) | UNDERSTANDING  | SPEAKING  | WRITING  |
| Listening  | Reading  | Spoken interaction  | Spoken production  |  |
| English | C1 | C1 | C1 | C1 | C1 |
| French | C1 | C1 | C1 | C1 | C1 |
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| 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;
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| 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.
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| 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
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| Computer skills | In good command of Windows tools, Word, Excel and Internet. |
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