



Denisa Frantz

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Date of birth: 21/08/1989 **Nationality**: Romanian

WORK EXPERIENCE

[15/09/2008 –
10/01/2012]

Assistant manager

GEPACO SRL

City: Cluj Napoca

Country: Romania

- Price offers
- Customer Service
- Billing
- Manager's communications (phone calls, texts, and emails) regarding business questions or concern
- Analysis and resolution of operational and workflow issues
- Payroll – Collect payroll data, prepare reports and distribute checks
- Schedule employee's workdays and assignments

[10/01/2012 –
20/10/2015]

Assistant manager

SC EUROSERVIZI DI F.LLI POP SRL

City: Perugia

Country: Italy

- Income and expenditure
- Customer Service
- Billing
- Keeping contact with Romanian clients
- Work scheduling
- Translating documents between Romanian and Italian
- Merchandising

[20/11/2015 –
10/08/2017]

Buyer specialist

SC JOLIDON IMPORT EXPORT SRL - Lingerie Producer

City: Cluj Napoca

Country: Romania

- -Direct contact with designer, revision of design ideas and materials necessary
- -Establish and maintain effective working relationships with purchasing team and suppliers, outside vendors and design team
- - Coordinate purchasing details with vendors and with the purchasing department
- - Prepare and process requisition forms, recommend vendors, and verify budget codes and availability of funds

- - Contact and receive informal quotes from appropriate vendors (all over Europe) , compare costs, and evaluate the quality and suitability of equipment, materials, and supplies
- - Resolve problems and issues arising from purchase of services, supplies, and equipment
- -Create complex original draft correspondence as well as compose and prepare memos forms, agendas, directories, tables, and meeting minutes
- - Study and interpret purchasing policies and procedures, rules, regulations, and instructions
- - Keep purchasing team informed on new technology products, market conditions, and current prices
- - Perform complex administrative work in the support of the district's purchasing and inventory control functions as well as maintain and prepare records, files, and reports

[18/09/2017 –
05/08/2018]

Account manager

ADT

City: Springfield

Country: United States

- Generate sales among client accounts, including upsetting and cross-selling
- Operates as the point of contact for assigned customers
- Develops and maintains long-term relationships with accounts
- Makes sure clients receive requested products and services in a timely fashion
- Communicates client needs and demands to employer company
- Forecasts and tracks client account metrics
- Manage projects within client relationships, working to carry out client goals while meeting company goals
- Identifies opportunities to grow business with existing clients
- Coordinate with staff members working on the same account to ensure consistent service
- Collaborates with sales team to reach prospective clients
- Service multiple clients concurrently, often meeting deadlines
- Keep records of client transactions

[31/08/2021 – Current]

Team Lead

Panera Bread

City: Springfield

Country: United States

- Greeting customers.
- Operating cash registers.
- Increasing in store sales.
- Maintaining sales floor appearance.
- Cross-selling products.

EDUCATION AND TRAINING

[15/09/2004 –
15/06/2008]

Academic degree - Masters diploma

Babes Bolyai University, School of Political Sciences, Administration and Comunication https://www.ubbcluj.ro/ro/facultati/stiinte_politice_administrative_si_ale_comunicarii

Address: Str. Traian Moşoiu nr. 71, 400132, Cluj Napoca, Romania

Field(s) of study: Major in Comunication/ Publicity | Specialized in Marketing & Sales

Number of credits: 240

Thesis: Masters Degree in Marketing

LANGUAGE SKILLS

Mother tongue(s): Romanian

Other language(s):

Italian

LISTENING C2 READING C2 WRITING C1

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

French

LISTENING B1 READING B1 WRITING B2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

DIGITAL SKILLS

Microsoft Office | Social Media | Microsoft Powerpoint | Google Docs |
Microsoft Word | Zoom | Microsoft Excel

MANAGEMENT AND LEADERSHIP SKILLS

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- Leadership (due to countless projects led by me, both in college and at previous job)
- Timeliness, consistency and accuracy in work organization and planning;
- Analysis capacity and to establish procedures and deadlines for achieving the objectives;
- Fairness and speed in decision making

COMMUNICATION AND INTERPERSONAL SKILLS

Communication

I have developed excellent communication skills through my education and variety of work responsibilities. My capability to learn many languages has

produced the opportunity to expand my areas of interest and increase my productivity in any responsibility I have

- Written and oral communication skills and interpersonal formed career by attending professional conferences; (BCR International Conference)
- Availability of collaboration with colleagues in order to achieve tasks;