IONELA-LILIANA

**CALNEGRU**



**About Me**

Dedicated and methodical customer service professional with over 10 years of experience, including 7+ years in the railway sector. Proven ability to deliver exceptional service under pressure, follow strict procedures, and handle complex situations with efficiency and professionalism. Quick learner with strong interpersonal skills and a keen focus on continuous development and operational excellence.

**Contact**

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53B London Road, LE2 0PD, Leicester

**Skills**

* Strong interpersonal skills
* Clear and confident communicator
* Calm and composed under pressure, able to manage challenging situations
* Collaborative team player
* Proactive in identifying and resolving problems
* It User Skills
* Web development (HTML, CSS, PHP, JavaScript)
* Programming (Java, Python)
* Databases / Networking / Cybersecurity

Experience

Customer Service Officer

**East Midlands Railway 2022-Present**

* Safely and efficiently dispatch train services across Leicestershire stations
* Assist customers with directions and station navigation
* Support passengers boarding and exiting trains, including those needing extra care
* Conduct routine security checks to maintain a safe environment
* Maintain high visibility and proactive customer engagement
* Represent EMR with professionalism, delivering outstanding service
* Demonstrate a can-do attitude with strong awareness and responsiveness on shift

Station Staff

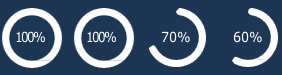
**Southeastern Railway 2017-2022**

* Ensure safe and timely train dispatch from platforms
* Assist passengers at gate-lines and inspect tickets
* Provide travel information and support to passengers
* Manage lost property inquiries
* Sell tickets and promote railway services
* Carry out regular safety and security checks

Customer Service Host/Ticket Clerk

**Languages**

English Romanian French Spanish



**Interests**

Reading | Travelling | Computing

**Proactive Railway 2015 – 2017**

* Represent London Overground as the first point of contact
* Deliver excellent customer service by assisting passengers
* Monitor and manage gate-line operations
* Identify and report ticket-less travel and suspected fraud to the relevant teams
* Maintain station safety and security through regular compliance checks aligned with DfT regulations
* Report faults promptly to ensure operational efficiency and passenger safety

Education

**Newcastle College**

FdSc Computing (NCG) 2023-2025

**Transylvania University of Brasov**

BA in English Romanian

Faculty of Foreign Languages and Literature 2007 – 2010

**Theoretical High School Mihail Sebastian**

GCE Advanced Level in Mathematics and Informatics 2003 – 2007