



# Madalina Andreea Pamfiloiu

## Profile

Being energetic, motivated and open to learn and try new experiences, my objective is to join a team with the same characteristics. Not shy to do hard work and walk the extra mile, I'm eager to be offered the opportunity to show my skills and contribution.

## Employment History

### **NETFLIX CS, Amsterdam**

May 2018 – September 2019

Responsible for providing customers with reliable information, product guidance and friendly service. Conduct problem solving, troubleshooting and contract reconciliations, always maintaining a friendly manner and calm, positive demeanor, even during the handling of complaints. Involved in team activities and multiple projects, while focusing on the personal, team and company targets.

### **Wonder Bar, Amsterdam**

November 2016 – October 2017

Check identification of customers to verify age requirements for purchase of alcohol in order to enforce rules and regulations. Plan, organize, and control the operations of a cocktail lounge bar. Manage food service operations and supervise the work of bar staff and other bartenders.

### **La Ruta de Khaldi/Tea shop, Madrid**

December 2015 – March 2016

Customer service, waitress when necessary, in charge of promoting the shop, administrative duties such as receiving the product and making sure it was correct. Relationship with clients and providers. Focused on maximizing the customers shopping experience.

### **Tobacco and stamps shop, Madrid**

October 2014 – November 2015

Store manager in charge of three employees, guiding them and organizing daily duties, motivating staff to increase sales and ensure store efficiency. Developing, researching and implementing marketing strategies.

## Education

### **Full-Stack Web Development Online Course**

September 2019 – February 2020

### **Children Education, ITEP, Madrid**

September 2013 – June 2014

## Details

President Steynstraat 9 1091 NB  
Amsterdam, 0627153109

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## Skills

Critical thinking and problem solving

Advanced Communication Skills

Administrative Skills

Marketing

Customer Service

## Languages

Romanian

English

Spanish

## Hobbies

Reading, Painting, Travelling