

Elena Manuela Redinciuc

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Results-oriented and highly organised professional I'm seeking to expand my career into Web Development. I took part in Intro to Web Development offered by **Code First: Girls** in January 2019 as a way of discovering if this can be a career path for me and since then I continued to self-teach on web platforms like: **Freecodecamp**, **Codecademy**, **Udemy** and **Coderbyte**. I believe my excellent communication skills, analytical thinking and self-motivation are a good foundation for a career into tech industry.

Areas of Expertise include:

- Account Management
- Relationship Building
- Strategy Planning
- Data Analysis and reporting
- Team Management
- Customer Service

Professional Experience

G2 TRAVEL • London, UK • May 2016 to Present | Jan 2015 to Dec 2015 (Barcelona) | Jan 2012 to April 2014 (Bucharest)

A dynamic Wholesale Tour Operator, specialising in Group-only land operation for B2B travel industry.

DESTINATION MANAGER & SUPERVISOR

Started from Destination Executive position and gradually promoted to Manager and then Supervisor.

Supported company through effective negotiations, resulting in successful deals with customers. Deliver top quality service to groups during travel, while adhering to company standards.

Key Accomplishments:

- Improved company offer and increased database by sourcing and contracting over 50 new suppliers.
- Successfully negotiated contracts with a maximum yearly increase of about 1.5%.
- Managed to have a large and diverse portfolio in order to support a 50% increase in business.

SALES & OPERATIONS SUPPORT, May 2014 to Dec 2014

Fostered communication and empathetic relationship with client and supported with new group requests.

Key Accomplishments:

- Managed to keep a profit margin the minimum of 7% with an average of 12/15%.
- Spearheaded about 60 groups for eight months to enhance sales and operations skills.

OPERATIONS SUPERVISOR, Dec 2013 to April 2014

Carried out tasks, including quality control, performance management of employees, and team guidance as per company rules and regulations.

Key Accomplishments:

- Spearheaded a team of eight people to ensure effective allocation of work and directed daily activities of the Quotation and Operation side.
- Assisted the team to maintain daily SLA of 90% on the quotations.

SERVICES DATA EXECUTIVE, Jan 2012 to Nov 2012

Optimised information processes by maintaining accurate information in the system and updating data base with all the contracts for services. Devised effective solutions for teams to access greater amount of information.

Key Accomplishments:

- Updated over thousand contracts from all areas, including restaurants, tourist attractions, local transport.

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- Conducted training sessions for new employees and supported entire department in maintaining a good SLA (Service Level Agreement).

STEFANINI TECH TEAM • Bucharest, Romania • Jan 2011 to Dec 2011

Offering IT services for over three decades, we cross paths with businesses in many different sectors and industries.

HELPDESK SUPPORT TECHNICIAN, Jan 2011 to Dec 2011

Streamlined technical support activities by working in collaboration with Galileo by Travelport, a global reservation system. Skilfully resolved all technical problems and assessed complexity.

Key Accomplishments:

- Delivered client specific product/software/network support to travel agencies and airlines customers by managing phone calls, web-submits, and emails for UK/IE markets.

Education

Bachelor of Arts, Economics

ALEXANDRU IOAN CUZA UNIVERSITY, ROMANIA

A Levels

ECONOMICS COLLEGE "OCTAV ONICESCU", BOTOSANI, ROMANIA

CODE FIRST: GIRLS

INTRODUCTION TO WEB DEVELOPMENT

CS50 – INTRO INTO COMPUTER SCIENCE

FINAL PROJECT STAGE

THE COMPLETE WEB DEVELOPER IN 2020 – ZERO TO MARTERY

CURRENTLY UNDERTAKING

Language & General Skills

English (Fluent); Romanian (Native); Spanish (Proficient)

Microsoft Excel, Office

Basic knowledge of HTML, CSS & Javascript

Ability to work in Galileo Global Distribution System