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## PROFESSIONAL EXPERIENCE

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### **EMEA Recruitment Administrative Assistant**

May/2022 – November/2022 *Oracle Corporation – Bucharest, Romania*

**Tools and technologies:** Taleo (Oracle HCM Cloud), OCR (Oracle Recruiting Cloud), Oracle Interview Toolkit, MS Office 365.

- Performing high-level administrative support in a busy corporate environment which requires complex calendar management and meeting scheduling;
- Constantly communicating with Hiring Managers and Recruiters across EMEA to arrange interviews in various formats (phone, Zoom, panel);
- Assisting Recruiters in posting job descriptions across internal websites and updating them regularly;
- Ensuring a positive candidate experience by consistently communicating with candidates throughout the recruitment process and managing requirements from their side, such as: updating resumes, changing interviews time slots, and offering additional information about scripts and interview members;
- Resolving issues such as interview cancellations swiftly;
- Kepp constant interaction and communication with recruiters in other EMEA countries for ad-hoc needs;
- General Administration functions as requested by the EMEA recruitment team;
- Gaining experience by solving problems, developing and implementing solutions and innovating business practices to ensure employee satisfaction at all levels.

### **Front Desk Clerk**

December/2021 – May/2022 *JW Marriott Bucharest Grand Hotel – Bucharest, Romania*

**Tools and technologies:** Oracle Hospitality OPERA, Office 365, Marriott Bonvoy App, Meeting Technology, Meeting Services App, Marriott Bonvoy Events, VMS (Vehicle Management System).

- Process all guest check-ins by confirming reservations, verifying guest identity, requesting form of payment, assigning rooms, and issuing and activating room key;
- Process all payment types such as room charges, cash, checks, debit, or credit cards;
- Process all guest check-outs including resolving any late and disputed charges;
- Run daily reports (number of arrivals, departure, etc.) and identify any special requests;
- Answer, record, and process all guest calls, messages, requests, questions, or concerns;
- Review requests for late check-outs and approve based on occupancy, keep track of any changes (early check-out, late check-out, room transfer, unexpected stay-over) for housekeeping;
- Coordinate with housekeeping to track readiness of the room for check-in;
- Supply guests with directions and information regarding property and local areas of interest;
- Speak to guests and co-workers using clear, appropriate and professional language;
- Handles queries for front desk about billing, room packages, transportation requests, and room transfer requests;
- Complete designated cashier and closing reports in the computer system;
- Count cash float at the beginning and end of shift, balance and drop receipts according to accounting specifications;
- Follow property specific procedures for handling emergency situations and maintain awareness of undesirable persons on property premises;
- Report work-related accidents and/or injuries immediately upon occurrence to immediate supervisor.

## EDUCATION & TRAINING

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### **Bachelor's Degree in Economics**

*September/2020 – June/2023, Babes-Bolyai University - Faculty of Business*

### **Oracle Cloud Data Management 2022 Foundations Certified Associate**

*Aug/2022 – Issued by Oracle University*

#### **Main subjects:**

Data Definition Language (DDL) Statements

Data Manipulation Language (DML) Statements

### **Oracle Cloud Infrastructure 2022 Foundations Certified Associate**

*Aug/2022 – Issued by Oracle University*

#### **Main subjects:**

Benefits of Cloud Computing

Benefits of a Cloud Database

## LANGUAGES

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**Romanian**

*Native proficiency*

**English**

*Professional working proficiency*

## TECHNICAL & SOFT SKILLS

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**Technical skills:** *PostgreSQL(beginner) • MySQL Workbench(beginner) • Microsoft Outlook(advanced) • Microsoft Excel(intermediate) • Microsoft Access(beginner) • Microsoft Power BI(beginner) • Microsoft PowerPoint(advanced)*

**Soft skills:** *Customer Engagement • Upselling • Payment Card Processing • Attention to Detail • Problem Solving • Customer Satisfaction • Cultural Intelligence • Effective Communication • Organizational Development • Active Listening • Collaborative Problem Solving • Quick Learner • Teamwork • Time Management*