



# Sirghii Roman

+373 69740392  
RomanSirghii@gmail.com  
Moldova, Chisinau.



## WORK EXPERIENCE

Nov 2018 ● **Training and Development Specialist**

Present KIVORK

- Offer specific training programs to help workers maintain or improve job skills.
- Obtain, organize, or develop training procedure manuals, guides, or course materials, such as handouts or visual materials.
- Conducting interviews and filtering candidates for open positions.
- Perform administrative tasks such as monitoring costs, scheduling classes, setting up systems and equipment, and coordinating enrollment.
- Develop strategies for better workplace efficiency and goal achievement.
- Evaluate employee performance and identify hiring and training needs.
- Coach and support new and existing employees.
  - \* Refund Quality Control
- Create reports, analyze and interpret data, like revenues, expenses, KPI.
- Provide oversight and direction to the employees in the operating unit in accordance with the organization's policies and procedures.
- Lead employees using a performance management and development process that provides an overall context and framework to encourage employee contribution and includes goal setting, feedback.

Jan 2018 ● **Training Department Supervisor**

Nov 2018 International Travel Network

- Accomplishes department objectives by managing staff; planning and evaluating department activities.
- Monitor, evaluate, record training activities, program effectiveness.
- Select and assign instructors to conduct training.
- Evaluate modes of training delivery, such as in-person or virtual to optimize training effectiveness, training costs.
- Conducting interviews and filtering candidates for open positions.

Jul 2016 ● **Ticketing Training Specialist**

Dec 2017 International Travel Network

- Develop alternative training methods if expected improvements are not seen.
- Assess training needs through surveys, interviews with employees, focus groups, and/or consultation with managers, instructors or customer representatives.
- Screen, hire, and assign workers to positions based on qualifications.
- Attend meetings and seminars to obtain information for use in training programs, or to inform management of training program status.

Sep 2015 ● **Ticketing Agent**

Jun 2016 International Travel Network

- Issuance and verification of E-tickets.
- Assisting the Travel Agents with Information regarding the passenger's reservation.
- Exchanging, revalidating the E-ticket in case of a schedule change or voluntary change.
- Charging the passenger's credit card accordingly to the service provided.



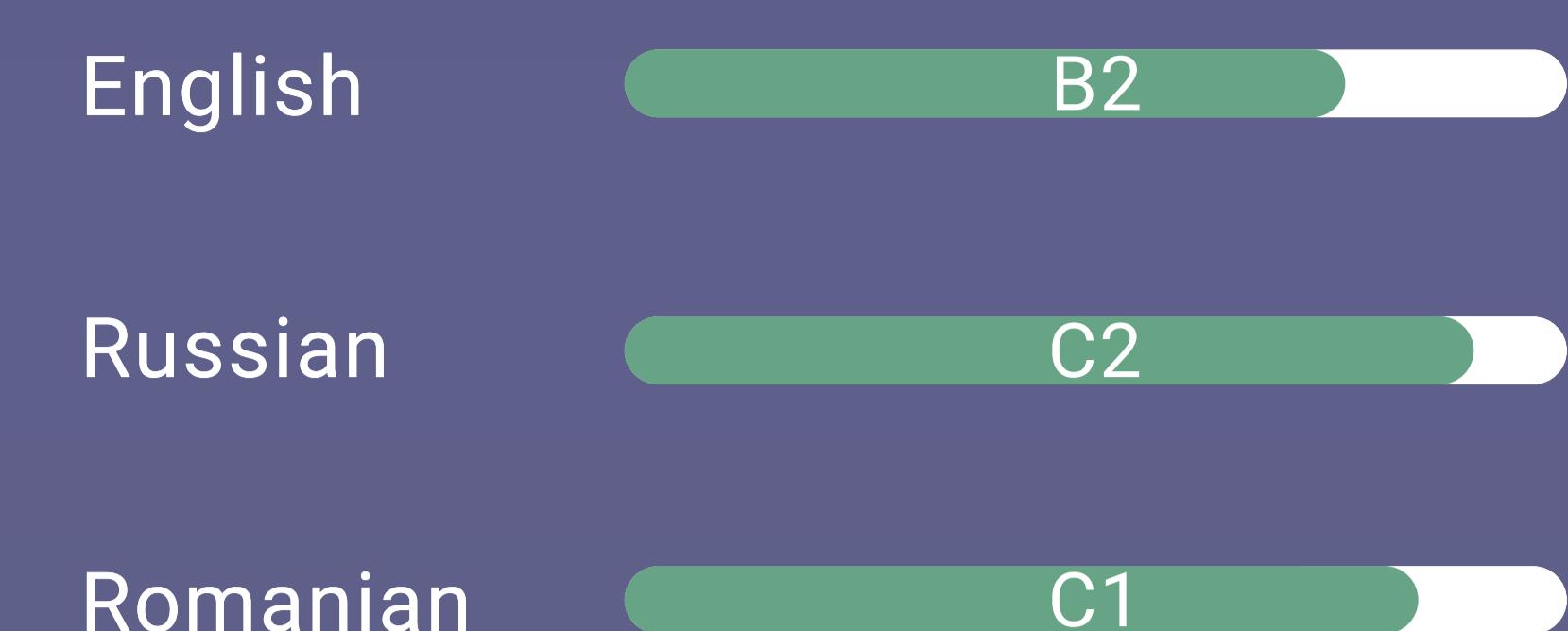
## EDUCATION

2020 ● **Tekwill**

Credential ID 09-20-0374-WD-G4

Full Stack Web Development Course

## LANGUAGE



## SKILLS

- Google Workspace
- HTML/CSS/Bootstrap/SASS
- JavaScript
- Internet Literacy
- MS-Office
- Figma

## PERSONAL SKILLS

- Team work
- Communication
- Creativity
- Organisation
- Management
- Problem Solving
- Tech Savvy
- Stress Resilience
- Leadership
- Teamwork

## Social

[Linkedin.com/in/RomanSirghii](https://www.linkedin.com/in/RomanSirghii)

+373 69740392

Poma C.



## HOBBIES AND INTERESTS

- Reading.
- Music.
- Gaming