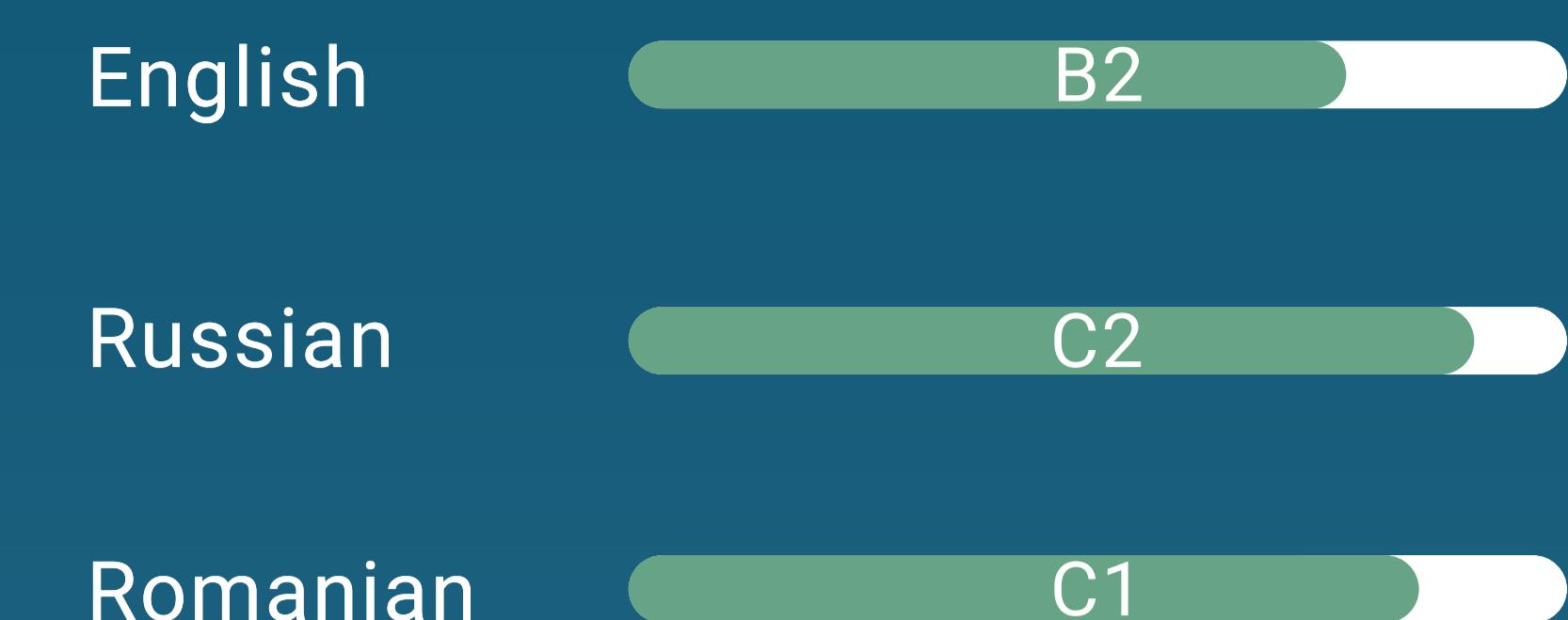




Sirghii Roman

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Moldova, Chisinau.

LANGUAGE



WORK EXPERIENCE

2018 - 2021
Training and Development Specialist

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.

2018 - 2018
Training Department Manager

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.

2016 - 2017
Ticketing Training Specialist

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.

2015 - 2016
Ticketing Agent

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.

SKILLS

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

PERSONAL SKILLS

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

EDUCATION

2012 - 2015

Psychology

Universitatea de Stat din Moldova

2020

Full Stack Web Development Course

Tekwill

Credential ID 09-20-0374-WD-G4

2021

JavaScript Course: From Zero to Expert!

Udemy

Social

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- Poma C.