Valentin **Nicula**

Professional Scrum Master

Address Benalmadena, Málaga, 29630

Phone +34 642 613 511

E-mail constantin.nicula@gmail.com



LinkedIn: www.linkedin.com/in/valentinnicula/

Self motivated individual with years of experience in management, handling daily and long term operations, organizing activities resulting in smooth daily functioning.

PSM qualification | Jira | Trello | Zoom | Teams | Kanban |

Also passionate and basic knowledge about : HTML5 & CSS3 | Flex | SASS | JavaScript ES6 | React.js | Bootstrap | Node.js | PostgreSQL | GitHub & Git | SQL |

Fast learner, trilingual and computer literate, can accommodate really fast to any working environment and can over-perform under high pressure.

Skills

| Interpersonal Communication | Excellent |
|----------------------------------|-----------|
| Computer proficiency | Excellent |
| Training & Development | Excellent |
| Organization and Time management | Excellent |
| Planning and Coordination | Very Good |
| Web development technologies | Good |
| Customer interaction | Excellent |
| Project Management | Good |

Work History

2019-01 - Current

Operations Manager

Simply Shuttles, Marbella, Malaga

- Balanced workloads and assigned specific tasks to team members in order to accomplish objectives.
- Managed scheduling and task delegation for 25 employees, training, safety and client service protocol.
- Supervised maintenance of fleet and effectively delegated assignments to keep it up to date.
- Handled day-to-day transfers overseeing more than 150 services each day.

- Positively interacted with drivers and management, which helped improve overall relationships in the company.
- Proactively identified and solved scheduling problems that impacted day to day activity.
- Trained drivers to manage time effectively, improving overall mileage performance.
- Inspected vehicles and requested maintenance tasks be completed within specific timeframes.
- Introduced incentivization programs to increase employee performances.
- Delivered substantial cost savings by securing discounts from third-party services providers.

2016-04 - 2018-12 **Destination Manager**

Karpaten Turism, Benalmadena, Málaga

- Answered questions, pointed out important features, and offered further details about special activities to educate visitors.
- Entertained tour guests with various props and signs for maximum engagement, fun, and lasting memories.
- Developed tour programming to enhance guest experiences.
- Researched information on every destination to provide accurate, detailed tours.
- Collected and deposited payments from guests.
- Built personal relationships with guests to promote positive experiences.
- Offered friendly and efficient service to customers, handled challenging situations with ease.

2014-01 - 2015-11 Sales Representative

Marin's Balkans, Bucharest, Bucharest

- Developed and delivered engaging sales presentations to convey product benefits.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Achieved monthly sales goals by promoting product benefits and enrolling new clients.
- Cold-called leads and closed large number of new sales over several months.

2010-01 - 2013-12 Account Manager

Inkorporate Print, Bucharest, Bucharest

- Delivered engaging presentations to highlight products
- Secured high-value accounts through consultative selling, effective customer solutions and promoting compelling business opportunities.
- Expanded sales by 25% by facilitating client satisfaction and renewing customer relations.

2007-10 - 2010-01 Sales Manager

Dual Promo, Bucharest, Bucharest

Started off at sales agent then after a merge between two companies I secured the Sales Manager position

- Developed strategic relationships with key suppliers and clients to foster profitable business initiatives.
- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
- Identified, hired and trained highly-qualified staff by teaching best practices, procedures and sales strategies

Education

2004-10 - 2008-07

Bachelor of Administrative Studies: European Administration

National School of Public Politics And Administrat - Bucharest

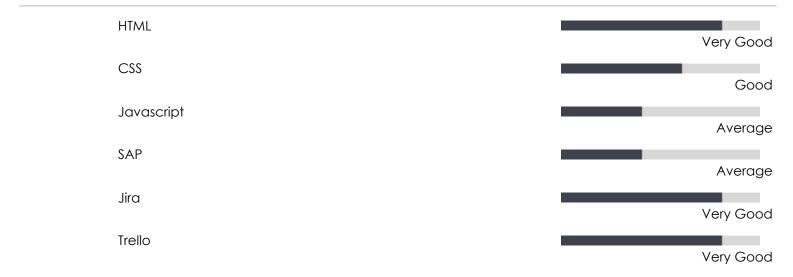
- Admitted with a full scholarship
- Completed professional development in European Administration.

2000-09 - 2004-06

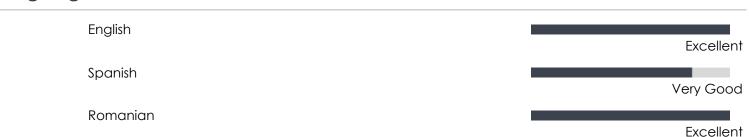
High School Diploma

Grigore Tocilescu Highschool - Mizil

Software



Languages



Certifications

| 2021-11 | Professional Scrum Master, Scrum.org |
|---------|--|
| 2021-10 | Agile Fundamentals Course |
| 2021-06 | Undergoing Full Stack Developer Course |
| 2021-05 | Modern HTML, CSS, SASS, Flexbox, Bootstrap |
| 2017-05 | Cambridge Certificate, C1 level |