

# Valentin Nicula

Professional Scrum Master

**Address** Benalmadena, Málaga, 29630

**Phone** +34 642 613 511

**E-mail** constantin.nicula@gmail.com

**Web:** [www.valinicula.com](http://www.valinicula.com)

**LinkedIn:** [www.linkedin.com/in/valentinnicula/](http://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	<div><div></div></div>	Excellent
Computer proficiency	<div><div></div></div>	Excellent
Training & Development	<div><div></div></div>	Excellent
Organization and Time management	<div><div></div></div>	Excellent
Planning and Coordination	<div><div></div></div>	Very Good
Web development technologies	<div><div></div></div>	Good
Customer interaction	<div><div></div></div>	Excellent
Project Management	<div><div></div></div>	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	<b>Bachelor of Administrative Studies: European Administration</b> <i>National School of Public Politics And Administrat - Bucharest</i> <ul style="list-style-type: none"><li>Admitted with a full scholarship</li><li>Completed professional development in European Administration.</li></ul>
2000-09 - 2004-06	<b>High School Diploma</b> <i>Grigore Tocilescu Highschool - Mizil</i>

# Software

HTML	<div><div></div></div> Very Good
CSS	<div><div></div></div> Good
Javascript	<div><div></div></div> Average
SAP	<div><div></div></div> Average
Jira	<div><div></div></div> Very Good
Trello	<div><div></div></div> Very Good

# Languages

English	<div><div></div></div> Excellent
Spanish	<div><div></div></div> Very Good
Romanian	<div><div></div></div> Excellent

# 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