

FLORANCE FLOREANU

+1 647 527 4733

@ floreanuflorence@yahoo.com

Toronto, Canada

EXPERIENCE

Front Desk Agent

Monte Carlo Inn-Vaughan Suites

02/2018 - Ongoing Vaughan, Ontario

- Performing all front desk duties such as check-in, check-out, processing third party reservations and timely payment of the same.
- Reviewing third party bookings and OTA's to ensure that accurate updates and rates are reflected and posted.
- Responding to guest requests, complaints and subsequent follow-up exceeding guest satisfaction.

IT Administrator

RE/MAX Premier Inc.

01/2017 - 10/2018 Vaughan, Ontario

- Provided technical support to ensure sufficient deployment of system and IT Solutions for business needs.
- Performed systems and application upgrades as designated by the Manager of IT Operations.
- Regularly reviewed recurring administrative tasks at each location and implemented changes to systems and processes as required to reduce inefficiencies.
- Monitored and managed all IT related equipment, including networking switches/routers, firewall, telephones, printers, copiers, scanners and projectors.
- Managed IT Infrastructure to achieve high availability and performance.
- Planned, Installed, Configured and optimized all aspects of the software and hardware environment including computers, printers, mobile and cabling devices.
- Provided after hours emergency support when necessary.

INDUSTRY EXPERTISE

IT Project Management



Mobile Applications Development



Customer Service Management



Web Interface Design



Software Security



Data Analytics



EDUCATION

Advanced Dip. Software Engineering Technology

Centennial College

09/2019 - Ongoing

Diploma In Hospitality Management

Evergreen College

11/2016 - 08/2018

PROJECTS

Term Project Website

<http://studentweb.cencol.ca/fflorealn/real-estate-website/contact.html>

- Designed a web interface as a part of the term project for a real estate agent in Vaughan.

SKILLS

C# Programming

Java Programming

Python

Coding

HTML5

Unix/Linux Operating Systems

Systems Integration

JavaScript

Database Management

Oracle SQL

SaaS Language (Software)

Quality Assurance

ScrumMaster

XML

Client-Side Web Development

Cloud Computing