

# Adriana Paduraru

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## Personal Statement

A Business Management graduate with strong customer service, IT, financial and organisational skills. Working in different environments has enabled me to develop a wide range of practical skills and a methodical and well-organised approach to problem solving. Friendly and approachable with excellent interpersonal and customer relations skills. A self-motivated and determined team player who is seeking new challenges to further develop skills and experience.

## Skills

- Ability to manage time and prioritise workload to ensure efficient delivery of all aspects of tasks
- Digitally savvy (Search Engine Optimisation, Marketing Strategies on social media)
- Highly organised and efficient
- Strong level of competence with Word/ Google Docs, Excel/ Google Sheets, PowerPoint/ Google Slides, Google Apps Script, JavaScript
- High level of attention to detail, with strong problem-solving skills
- Experience in designing and developing websites: [harpoon.ro](http://harpoon.ro), [axisbuild.com](http://axisbuild.com)
- Experience with Photoshop, Sketch, Figma, Adobe XD

## Work Experience

### Barclays Bank UK, London

#### Personal Banker / Personal Account Manager

Jan 2016 – Present

As a Community Banker – Moment Banking, my daily responsibilities entail helping customers solve their everyday banking needs within our community and choose the right bank services for them. I am also responsible for performing intermediate duties and support related to branch operational and financial services, process all new account transactions, opening (including KYC/ AML checks), maintaining, and closing of all account types. I strive to create exceptional customer experiences for everyday queries and complaint handling by taking responsibility and using all available resources to proactively intercept and address customer issues efficiently and effectively.

### Special Assignment – BFA UK Cards & Payments

Jun 2020 – Present

As a BFA UK Cards and Payments Agent my daily responsibilities entail helping customers who are experiencing financial difficulties and looking to put in place sustainable and affordable solutions for them.

**Special Assignment – BFA Lite / Mortgage PH**

Apr 2020 – Jun 2020

As a BFA Lite Agent my daily responsibilities entail taking customers calls and supporting them with an initial Payment Holiday query, an online application for a Mortgage Payment Holiday and chasing the progress on a previously submitted application.

**Special Assignment – Money Mentor**

Nov 2019 – Present

I have been promoted to be a Money Mentor and by that I have been given the opportunity to support people and help them pursue their dreams and achieve their goals. Now that Watford branch has been upgraded to a Chrysalis branch, I have also taken the lead on a digital front, and I am always happy to assist and upskill my colleagues with anything digital.

**Barclays Bank UK, London****Community Banker / Essential Banking**

Oct 2013 – Dec 2015

As a Community Banker: Essential, my daily responsibilities entail helping customers solve their everyday banking needs within our community, undertaking and supporting my colleagues with till management and till balancing, and take responsibility for cash management and controls. I strive to create exceptional customer experiences for everyday queries and complaint handling by taking responsibility and using all available resources to proactively intercept and address customer issues efficiently and effectively. As a Digital Champion I demonstrate a strong level of competence in our digital products, enabling me to proactively educate our customers and all my colleagues within the branch. As a Community Champion I take an active interest in the local community by getting involved, organising and supporting my colleagues in activities that support Barclays contribution to the needs of the wider community.

**Homestead Residential Care Ltd, London****Care Assistant**

Sep 2009 – Feb 2013

The core responsibilities of this role include understanding the residents' needs, preserving dignity, respecting independence, providing assisted living services that are all about treating each and every resident as an individual and helping to create a real sense of home. In addition to these responsibilities, I have also taken on the additional duties as activities coordinator, providing a wide range of activities to interest and stimulate the physical and mental state and well-being of the residents.

**Royal Hyde Park Hotel, London****Receptionist**

Oct 2007 – Mar 2009

The main responsibilities of this role include providing exceptional customer service to the customers regarding all queries, administering all the phone calls and directing them to the appropriate personnel and managing all the incoming and outgoing mails and processing them accordingly. Excelled in role, requiring the ability to handle a variety of customer service, administrative tasks, and resolve customer issues with expediency. In addition, I

was responsible for organising stationary orders for the company. All staff would email me with their requests, and I would order and distribute stationary accordingly. I was also responsible for keeping the reception area clean and for ensuring that all security procedures were followed when handing over to the security team in the evening.

**Cerealprod SA, Romania**  
**Accountant**

Sep 2003 – Sep 2007

The core responsibilities for this role include balancing accounts, processing sales invoices, receipts, and payments, preparing invoices, completing VAT returns, checking company bank statements, preparing cash flow statements, dealing with financial paperwork, and filing, helping prepare the profit and loss sheets for the annual accounts. In addition to these responsibilities, I was responsible for organizing stationary orders for the company and communicating with the IT department if there were any problems with the office equipment.

## **Education**

**'Dunarea de Jos' University, Romania**

2002 – 2007

2:1, Bachelor of Science – Business Management

**'Virgil Madgearu' College, Romania**

1998 – 2002

Baccalaureate Diploma & Bookkeeper Certificate

## **Hobbies and Interests**

I have a keen interest in web development, web, and graphic design. I also like reading and painting. I also spend part of my free time learning new things and developing the skills I already have.

## **References**

References are available on request.