

PERSONAL INFORMATION

Gheorghe Miron



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Sex Male | Date of birth 09/06/1991 | Nationality Romanian

WORK EXPERIENCE

10 Feb 2019–5 Sep 2019

Waiter Assistant

Royal Caribbean International, Nassau (Bahamas)

■ Harmony Of The Seas

■ Acquired skills and knowledge: communication, good memory, engage with public, food orders, greet guests, listening, verbal communication, attentiveness, courteous, customer satisfaction, customer service, dependability, friendly, high energy, interpersonal, outgoing, people skills, positive attitude, problem solving, service oriented, teamwork working, quickly deliver, orders, dining room set up, efficient, energetic, enthusiastic, flexible, motivation, prioritizing service, punctuality, waiting on tables, multitasking, bus tables carry, trays cleaning, clearing tables, enter orders, follow instructions, input orders, make change, maintain table appearance, place orders, point of sale systems, seat guests, serve food and beverages, set tables, accuracy, beverage orders, food and beverage knowledge, knowledge of food and beverage preparation, knowledge of table setting, math, memorize menu and pricing, take beverage and food orders, working knowledge of sanitation.

15 Oct 2017–31 May 2018

Event Decorator & Server Assistant

The Everglades Club, Palm Beach (United States)

■ Food runner, Banquet Server, Busser.

■ Certificate Safe Staff Foodhandler by Florida Restaurant and Lodging

■ Acquired skills and knowledge: accuracy, attention to details, attentiveness, beverage orders, bus tables, carry trays, cleaning, clearing tables, communication, courteous, customer satisfaction, customer service, customer relationship, dependability, deliver orders, dining room set up, efficient, energetic, engage with public, enter orders, enthusiastic, flexible, focused, follow instructions, food and beverage knowledge, food orders, friendly, good memory, greet guests, high energy, interpersonal, knowledge of food and beverage preparation, knowledge of table setting, listening, make change, maintain table appearance, memorize menu and pricing, motivation, multitasking, outgoing, people skills, place orders, point of sale systems, positive attitude, prioritizing service, problem solving, professionalism, punctuality, seat guests, serve food and beverages, service oriented, teamwork, verbal communication, waiting on tables, working knowledge of sanitation, working quickly.

1 Nov 2016–10 Oct 2017

Client service analyst

Re Collection/ Cerved Credit Collection, Cluj-Napoca (Romania)

■ Activity of manually entering data into a computer database by recording orders, contracts, payments and claims.

■ Banking and credits or bills activities.

■ Acquired skills and knowledge: document client issues and resolutions for reference purposes, maintain report templates and generate client service reports for management, maintain records of client information, proficient in Microsoft Office Suite, knowledge of customer service practices, experience in mediation and conflict resolution techniques, data analysis experience, knowledge of research practices, experience working in customer service or sales, marketing or advertisement experience, experience with statistic software, maintain positive and long-term relationships with clients, interact with clients to understand their needs and expectations.

15 Jun 2016–31 Oct 2016

Event Planner

Marshall Rental Center, Kittery (United States)

- Services especially for weddings, tents, tabletops, tables and chairs, catering and party.
- Acquired skills and knowledge: arrange meeting space, branding, client relations, consultations, coordinate event services, coordinate special events, design event, wedding themes, event planning, flexibility to work irregular hours when required, floor plans, initiate tasks and perform duties independently, inspect venue locations, knowledge of social etiquette, manage day-to-day needs of events department, meet with clients to determine and analyze event requirements, multitasking, obtain feedback from clients, organize event registration, prioritize work within a fast-paced environment, professional and pleasant phone and email etiquette, professional appearance, provide crowd control support, provide exceptional customer service, quality control, remain calm under pressure, respond to and handle event problems and complaints, seating arrangements, setup rehearsal and event space, suggest tips and tricks, superior organizational skills, troubleshoot day, of event issues, up-to-date on industry trends.

1 Jan 2016–10 Jun 2016

Customer care/ Digital Archive / Data Entry

Re Collection/ Cerved Credit Collection, Cluj-Napoca (Romania)

- Activity of manually entering data into a computer database by recording orders, contracts, payments and claims.
- Acquired skills and knowledge: Microsoft Outlook, Zenshare, Mail sharing, Sygesso, Cerved Italia, patience, attentiveness, clear communication skills, knowledge of the product, ability to use positive language, acting skills, time management skills, ability to read customers, a calming presence, oriented focus, ability to handle surprises, persuasion skills, tenacity, closing ability, empathy, willingness to learn.

1 Dec 2014–31 Dec 2015

Operator input validation and data. Data entry

Integra Document Management, Cluj-Napoca (Romania)

- Rai television Italia. Cics: canone Rai. The annual bills for Rai Television.
- Acquired skills and knowledge: prepares source data for computer entry by compiling and sorting information, establishing entry priorities, processes customer and account source documents by reviewing data for deficiencies, resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution, enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format, maintains data entry requirements by following data program techniques and procedures, contributes to team effort by accomplishing related results as needed, maintains customer confidence and protects operations by keeping information confidential, secures information by completing data base backups.

EDUCATION AND TRAINING

1 Oct 2014–10 Jun 2016

Master - Food Quality Management (English)

University of Agricultural Sciences and Veterinary Medicine, Cluj-Napoca (Romania)

- Engineer food industry.

1 Oct 2010–1 Jul 2014

University - Food Control and Expertise

University of Agricultural Sciences and Veterinary Medicine, Cluj-Napoca (Romania)

- Engineer food industry.

10 Oct 2006–1 Jul 2010

High School - Food industry and control

Tehnic College Raluca Ripan, Cluj-Napoca (Romania)

- Technician food industry.

PERSONAL SKILLS

Mother tongue(s) Romanian

Foreign language(s)

| | UNDERSTANDING | | SPEAKING | | WRITING |
|------------------------|---------------|---------|--------------------|-------------------|---------|
| | Listening | Reading | Spoken interaction | Spoken production | |
| English | C2 | C2 | C1 | C1 | C1 |
| Conversational Level 9 | | | | | |
| Italian | C2 | C2 | C1 | C1 | C1 |
| French | A2 | A2 | A2 | A2 | A2 |

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Digital skills

| SELF-ASSESSMENT | | | | |
|------------------------|-----------------|------------------|-----------------|-----------------|
| Information processing | Communication | Content creation | Safety | Problem-solving |
| Proficient user | Proficient user | Independent user | Proficient user | Proficient user |

Digital skills - Self-assessment grid

Driving licence B