

# Curriculum vitae

## PERSONAL INFORMATION

### Cosmin Eusebiu Mircea

 Targoviste (Romania)

 eusebiu.email@gmail.com

## WORK EXPERIENCE

07/2018–01/2019

### Registration Officer

The public service of people registration, Targoviste (Romania)

- Offer information to the applicants, request the necessary files
- Prepare the personal data files and keep records for each category
- In accordance with the law: update, rectify, cancel or reconstruct Identified Documents, Passports and driving licenses
- Release the new documents

05/2017–02/2018

### Restaurant Host

La Bonne Soupe Restaurant, New York (United States)

- Greet incoming and departing Guests warmly with a genuine smile
- Answer incoming calls to the restaurant booking the reservations
- Coordinate daily Front of the House
- Receive payments by validating credit charges and cash transactions
- Organize and supervise shifts
- Maintain high standards of quality control, hygiene, health and safety

05/2016–02/2017

### Customer service representative

Royal Caribbean International, Miami (United States)

[www.royalcaribbean.com](http://www.royalcaribbean.com)

- Working in a great team dealing with more than 2000 customers every week
- Being the first, who greet the guests, with a friendly smile and positive attitude, offering the information needed
- Open and maintain customer accounts by recording and keeping their data safe
- Managing phone calls, resolving service problems, dealing with our customers complains, explaining and clarifying making their needs our priority
- Provide appropriate solutions and alternatives within the time limits
- Checking our services and departments reviews to ensure a better functionality
- Take payments, place or cancel orders, money exchanging

03/2014–04/2015

### Bank Customer service representative

BCR Bank, Targoviste (Romania)

[www.bcr.ro/en](http://www.bcr.ro/en)

- Communicate effectively with customers, managers, and co-workers through email and phone
- Responded to customer inquiries, providing information on bank accounts, policies, products, and services
- Opened/closed accounts including Checking, Savings, Money Market, Certificates of Deposit
- Execute financial transactions and verify to ensure proper processing: money transfer, deposits and withdrawals, money exchange
- Maintain high volume of quality work, insuring highest confidentiality

## EDUCATION AND TRAINING

### 2012–2015 Bachelor of Science: Economic Management

Valahia University, Targoviste (Romania)

[www.valahia.ro/en](http://www.valahia.ro/en)

- Economic administration and Management Services
- Finance and Accounting
- Digital Marketing Strategy, market analysis, fundamentals
- Currencies, investing and Banking

### 2007–2011 Computer operator

I.H.R Computers High School, Targoviste (Romania)

- Computer operating
- Problem solving
- Technology integration
- Mathematics

## PERSONAL SKILLS

Mother tongue(s) Romanian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C1	C1	C1
Spanish	B1	B1	B1	B1	A2

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

Communication skills

- Capacity of Integration in working and socializing with colleagues and clients
- Absorbing, sharing, and understanding information presented

Organisational / managerial skills

- Teamwork, flexibility and adaptability
- Great attention to details, strategic analysis of situations
- Thinking and reacting under a deadline

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

- Solving frequent and advanced computers problems
- Learning fast and efficient any computer software program
- Microsoft Office and Photoshop knowledge
- Data entry, data capture, data logging
- Advanced technical analysis techniques for charts, patterns and geometry applicable in Economics, Financial Markets

Driving licence AM, B1, B, BE