



Curriculum Vitae

Personal Details:

Name: **Meri Florentina Cioroiu**
Address: Str. Aleea Fizicienilor no.14 bl.1G
sc.A ap 22, 032 111
Bucharest, Romania
Email: cioroiu.meri@gmail.com
Mobile Number: +40727 013 394

Work Experience:

CUSTOMER SERVICE ASSISTANT--09/2018-12/2018 **HONEYWELL** Bucharest, Ro

- Handling emails concerning Honeywell scanners and printers repairs
- Receiving calls from customers in regards to repairs
- Processing Credit Card transactions
- Creating RMAs for sending printers and scanners for repair in the depot

TICKETING AGENT -- 04/2018 - 06/2018 **TRIPSTA** Bucharest, Ro

- Handling emails concerning flight tickets
- Processing online reservations, issuing tickets and handling booking changes and cancellations

- Processing credit card transactions
- Contacting airlines in relation to customer requests

RECEPTIONIST -- 01/2017 – 02/2018

KAWA MOTORS Bucharest, Ro

- Receiving clients at the front desk by greeting, welcoming, directing
- Provide basic and accurate information in-person and via phone/email
- Handling payments for motorcycles and auto repairs
- Scheduling and Organizing appointments

HOTEL RECEPTIONIST -- 09/2015 – 09/2016

SUNBORN LONDON YACHT HOTEL London, UK

- greeting clients as they arrive, coordinating their check-ins to assigned rooms and informing them about the hotel's facilities
- operating the cash register and handling cash transactions with customers
- assist customers with booking reservations over the phone
- exceeding Customer's expectations to create a great experience

HOTEL RECEPTIONIST -- 08/2015 – 09/2015 RECEPTION ACADEMY TRAINING HOTEL London, UK

- greeting clients as they arrive, coordinating their check-ins to assigned rooms and informing them about the hotel's facilities
- operating the cash register and handling cash transactions with customers
- assist customers with booking reservations over the phone
- exceeding Customer's expectations to create a great experience

CASHIER -- 01/2015 – 07/2015 PRET-A-MANGER London, UK

- welcome customers to the shop and assist with purchase decision
- arrange the products as per merchandising standards and handle the payment using cash or cards
- maintain a tidy eating area

Education:

06/2016 Events Upselling Training (Internal) - Sunborn London Yacht Hotel
London, UK

08/2015 Professional Hotel Receptionist Training - Reception Academy
London, UK

10/2010 - 06/2014 Nicolae Titulescu University
Bucharest, Romania
BA Law Specialization, General Academic Studies

Soft Skills:

- Good communicator, able to work with others in groups and teams
- Optimistic, self-motivated, enthusiastic about work and learning new skills
- Fulfill obligations reliably, responsibly, and dependably
- Loyal and dedicated employee with an excellent work record
- Fluent in English and Romanian. Beginner in Spanish.
- Good organization skills and multitasking