

FULL NAME: Cernescu Raluca - Elena

COUNTRY: Romania

Date of Birth: 12.22.1994

Address: Str Romulus Cioflec, no 5, apt 14

Sfantu Gheorghe, Covasna, Romania

Cell: (+40) 752402746

Email: cernescuraluca@gmail.com



Available dates:

Start work date: 15.01.2020

PROFILE:

I am a mature, positive and hardworking individual, who always strives to achieve the highest standard possible, at any given task. I possess excellent communication skills and I have the ability and experience to relate to a wide range of people. I enjoy learning new things, I can work very well under pressure and I have the sales experience to handle customer complaints and solving problematic situations.

EDUCATION:

School name Transilvania University of Brasov

Start date 10.2014 – **End date** 07.2018

Major Wood Processing Engineering

School name National College "Mihai Viteazul"

Start date 09.2010 – **End date** 06.2014

WORK EXPERIENCE:

Company 1: Deane's Irish Pub & Grill

Start date 03.2017 – **End date** present

Job title: Bartender

Description: Prepare alcohol or non-alcohol beverages. Interact with customers, take orders and serve snacks and drinks. Assess customers' needs and preferences and make recommendations. Mix ingredients to prepare cocktails. Restock and replenish bar inventory and supplies. Stay guest focused and nurture an excellent guest experience. Comply with all food and beverage regulations.

Company 2: The Reeds at Shelter Heaven

Start date 06.2019 – **End date** 10.2019

Job title: Cocktail Server

Description: Take drink orders from Guests, arrange in specific order, call order to Bartender, garnish drinks, deliver correct drink to Guest, smile and thank Guest. Engage in interactive promotional entertainment with Guests and co-workers.



Company 3: Café Noir

Start date 06.2019 –End date 10.2019

Job title: Barista

Description: Baristas make and serve beverages, such as coffee and tea, and foods, such as sandwiches, muffins, or cookies. They package coffee blends, make coffee and tea, explain menu items to customers, clean, and attempt to ensure that customers are comfortable and satisfied.

Company 4: Deane's Irish Pub & Grill

Start date 03.2017 –End date 06.2019

Job title: Bartender

Description: Prepare alcohol or non-alcohol beverages. Interact with customers, take orders and serve snacks and drinks. Assess customers' needs and preferences and make recommendations. Mix ingredients to prepare cocktails. Restock and replenish bar inventory and supplies. Stay guest focused and nurture an excellent guest experience. Comply with all food and beverage regulations.

Company 5: Spa D'or

Start date 10.2016 –End date 01.2017

Job title: Spa Receptionist

Description: Responsible for answering the telephone, transferring calls, taking accurate messages, greeting customers, cashiering, giving tours of the spa facility and scheduling appointments. Other responsibilities include notifying staff members of any customer cancellations or the arrival of any unscheduled visitors.

Company 6: Silver Legacy Resort Casino

Start date 06.2016 –End date 09.2016

Job title: Cocktail Server

Description: Take drink orders from Guests, arrange in specific order, call order to Bartender, garnish drinks, deliver correct drink to Guest, smile and thank Guest. Engage in interactive promotional entertainment with Guests and co-workers.

Company 7: Coffe No. 1

Start date 02.2016 –End date 06.2016

Job title: Bartender

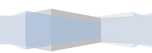
Description: Prepare alcohol or non-alcohol beverages. Interact with customers, take orders and serve snacks and drinks. Assess customers' needs and preferences and make recommendations. Mix ingredients to prepare cocktails. Restock and replenish bar inventory and supplies. Stay guest focused and nurture an excellent guest experience. Comply with all food and beverage regulations.

Company 8: Vodafone Romania

Start date 10.2015 –End date 02.2016

Job title: Call center operator

Description: Determines requirements by working with customers. Answers inquiries by clarifying desired information; researching, locating, and providing information. Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems. Fulfills requests by clarifying desired information; completing transactions; forwarding requests. Sells additional services by recognizing opportunities to up-sell accounts; explaining new features. Maintains call center database by entering information.



Company 9: Eldorado Hotel and Casino

Start date 07.2015 –End date 09.2015

Job title: Housekeeping

Description: Clean bathtub, toilet, sink, walls, mirrors, tiles, counters, curtain liner, chrome and floor surfaces. Strip and/or check bed linen and remake bed(s). Dust all furniture, under cushions, furnishings, pictures, drawers, window ledges, etc. Empty trash, ashtrays and remove all garbage and debris. Clean bars and refrigerators if present. Remove all soiled linen and terry.

Company 10: Grand Sierra Resort

Start date: 06.2015 –End date: 09.2015

Job title: Laundry department, grade I – sorting

Description: Inspect discarded linen, review if stained and decide whether linen should be rewashed or discarded. Mend, repair and/or utilize damaged linen.

Supervisor Ruben Salas

Company 11: “Ecou” Association

Start date: 09.2009 - End date: 06.2013

Job title: Volunteering

Description: Organizing:

“Seri Albastre” - a cultural event in which the audience was able to listen to live performance of classical music

“Povestea din Ajun/ Karacsonyi Mesei” - an event that involved locals spirit of giving (people would donate clothes, toys and food to orphanages with the help of our organization)

“Saint George City of Debate” - a National Debate Competition

SKILLS:

-Alcohol Awareness Training

-Driving license – (B)

- English Certificate

-Youthpass Certificate

Volunteering in Estonia

Start date: 06.16.2014 – End date: 07.16.2014

- "SNAC" Certificate for volunteering

