

PERSONAL INFORMATION

Alexandra Victoria Serban

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WORK EXPERIENCE

- 22/08/2016–22/04/2017 **Commercial sales representative**
H&M Romania, Bucuresti (Romania)
- 22/04/2017–16/11/2017 **Fashion Adviser**
Viggo, Bucuresti (Romania)
- 28/11/2017–17/06/2018 **Sales assistant**
Tesco, Redruth (United Kingdom)
- 12/10/2019–Present **Front Desk**
Venis Boutique Hotel, Bucuresti (Romania)

EDUCATION AND TRAINING

- 14/09/2004–15/06/2008 **Graduation Courses I-IV**
Scoala 167-202, Bucuresti (Romania)
- 15/09/2008–16/06/2012 **Graduation courses V-VIII**
Scoala 167-202, Bucuresti (Romania)
- 15/09/2012–16/06/2016 **Graduation Courses IX-XII**
Liceul Teoretic "Marin Preda", Bucuresti (Romania)
- 03/10/2016–17/07/2019 **Degree in Psychology**
Universitatea "Ecologica". Facultatea de Psihologie, Bucuresti (Romania)
- 15/05/2017–20/10/2017 **Fashion Designer**
DallesGo, Bucuresti (Romania)
- 13/10/2018–12/05/2019 **Tailor**
Atelierele ILBAH, Bucuresti (Romania)

PERSONAL SKILLS

Mother tongue(s) Romanian

Foreign language(s)

UNDERSTANDING

SPEAKING

WRITING

	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C1	B2	C2

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

- Collaborating and working together well
- Clear communication skills
- Conflict management and resolution skills
- Flexibility in thinking and operating style
- Mentoring and coaching team members
- Nonverbal cues and body language
- Respect for everyone, no matter who they are
- Team Building and strong at building trust
- Tolerance and respect for team members

Organisational / managerial skills

- Leadership
- Assessment
- Attention to Detail
- Identifying Problems
- Identifying Resources
- Productivity
- Situational Assessment

Job-related skills

Excellent interpersonal skills, demonstrated by communicating with clients, colleagues and non-technical professionals on a daily basis.

Able to work individually without direct supervision and also as a dedicated member of a technical team whenever required.

Digital skills

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

Digital skills - Self-assessment grid

Driving licence B