

PERSONAL INFORMATION

Ioana Ruxandra Popa



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WORK EXPERIENCE

15/06/2015–30/09/2015

Housekeeping

Aramark Mesa Verde Far View Lodge, Mancos (Colorado, United States)

Responsible for cleaning assigned lodge rooms in accordance with the highest cleanliness standards to ensure customer satisfaction. Ensuring all beds are made, all surfaces dusted, trash removed, carpets vacuumed, linens changed and that bathroom sinks, tubs and toilets are cleaned.

15/06/2017–30/09/2017

Housekeeping

The Ranch at Rock Creek, Philipsburg (Montana, United States)

General housekeeping cleaning duties in residences, tents, rooms. Job duties: making beds, cleaning bathrooms (toilets, showers, sinks, bathtubs), sweeping, mopping, vacuuming, dusting, washing dishes and other duties. Guest rooms include bedrooms, toilet/shower area, kitchen, living area, fireplace, deck/porch. Also, job duties include removing and collecting linens for laundering and transporting them to designated areas, cleaning carpets and upholstered furniture using vacuum cleaner, dusting furniture and equipment, emptying wastebaskets and cleaning them inside and out, cleaning tiled floors with the use of brooms and mops, using chemical-based products to clean tubs, sinks, countertops, mirrors, toilets, door panels and shower curtains, replenishing trash bags, soaps, bathroom items and other supplies, transporting all trash and waste to disposal areas, removing items from refrigerator, stove and microwave, cleaning refrigerator, stove, microwave inside and out, loading and unloading dishes from dishwasher, drying dishes and putting them away in proper places, demonstrate a high level of customer service, respond to and take appropriate action to resolve concerns and complaints of guests, perform all duties in a safe manner. Also, travel outside to get between guest rooms.

21/06/2018–30/09/2018

Housekeeping

Aston Hotels Lakeland Village, South Lake Tahoe (California, United States)

Produce the highest quality of cleanliness in guest rooms following established procedures. Treat fellow employees and guests with dignity and respect and uphold all company standards, policies and procedures. Job responsibilities: clean guest rooms according to preset standards, vacuuming, dusting, cleaning bathrooms, cleaning kitchens and making beds, keep cart, linen room and equipment neat and orderly, follow established chemical procedures, provide information regarding and property and available services to guests promptly and courteously, turn in immediately all articles found in rooms and handle according to Lost and Found procedures, report maintenance problems immediately, report to housekeeping office at the beginning of shift, pick up and sign out key and return key when reporting to office at end of shift, follow all safety and energy conservation guidelines, report any unusual situations or suspicious activities to supervisor. Most of the condos have two and three floors, I went going up and down the stairs while cleaning and carrying my cleaning supplies, a lot of physical work.

15/10/2016–25/05/2017

Management Trainee

Auchan, Bucharest (Romania)

Take full responsibility with planning and organizing activities to your assignment, as well as delivery of assigned objectives, projects and results. Develop and maintain relationship with colleagues from own team, other departments, mentors. Actively propose process and business improvement.

14/01/2019–13/05/2019

Management Trainee

Auchan, Bucharest (Romania)

Take full responsibility with planning and organizing activities to your assignment, as well as delivery of assigned objectives, projects and results. Develop and maintain relationship with colleagues from own team, other departments, mentors. Actively propose process and business improvement.

EDUCATION AND TRAINING

01/10/2013–31/05/2016

Economist

Academy of Economic Studies, Business and Tourism, Bucharest (Romania)

01/10/2016–31/05/2018

Master in Commercial Business Administration

Academy of Economic Studies, Business and Tourism, Master in Commercial Business Administration, Bucharest (Romania)

PERSONAL SKILLS

Mother tongue(s)

Romanian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2

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
Independent user	Independent user	Independent user	Independent user	Independent user

Digital skills - Self-assessment grid

Driving licence

AM, B1, B

ADDITIONAL INFORMATION

The level of English at the conversational level on a scale of 1 to 10 - 9

Volunteering

Let's do it, Romania! - september, 2011

Crosul Cramelor - october, 2014, Romania

Autumn Cleaning in the Botanical Garden Bucharest - november, 2014

Santa Claus is running! - december, 2014

SkyRun - january, 2016

Let's Help! - A special evening in the asylum of the elderly Odăi - march, 2016