

# Daniela-Violeta Tudor

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## Summary

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I am a highly creative and motivated professional with over 10 years experience within the hospitality and events industry.

I have excellent organisational and prioritisation skills and handle all tasks with accuracy and efficiency. I also take great pride in my work and appearance, and I'm always punctual and professional at all times. My flexibility and experience allows me to work in most job roles, alone or as part of a team and I can work any shift pattern that is required.

Moving forward I would like to find a more permanent position ideally in a customer service role as this is where my passion and strengths are. I believe my previous success has come from going out of my way to ensure that all my customers expectations have been met, and when possible exceeded by offering exceptional customer service and care.

## Skills

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- Passion for delivering exceptional customer service and care.
- Can work well in a team and on my own.
- Prioritising and time management skills.
- Good at problem solving and working well under pressure.
- Commitment and enthusiasm.
- Sound organisation and coordination skills.
- Can communicate in three languages (Romanian, Italian, English)
- Thorough attention to detail.

## Experience

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*Helping Hands Home Care Newcastle*  
*24 hour Live in Carer*

*Tyne and Wear, England*  
*Oct 2018— Current*

I provided 24 hour round the clock care for a private customer in his own home. I assist them with their every day needs from dressing, cooking, shopping and personal care as well as administering their medication and ensuring they participate in their daily exercise routine.

*Smart Staff Hire Ltd*  
*Residential Care Assistant*

*Leicester, England*  
*Mar 2018— Oct 2018*

When working as a live in residential care assistant at Teme Court Care Home in Worcester. We had fifteen residents who all suffered from different stages of dementia and needed constant round the clock care. My daily duties included helping residents wash and dress, prepare breakfast and assist them through out the day as and when needed, we also tried to keep them stimulated through out the day with various activities. I also had to observe and report the patients care, condition, progress or problems, and discuss these observations with the supervisor or manager. My shifts varied from day to day and could last for up to 14 hours, including night shift and weekends.

*Kenilworth Hotel*  
*Waitress/ Receptionist/ Chambermaid*

*Tyne and Wear, England*  
*Jan 2018— Mar 2018*

My main duties were to prepare and serve the breakfast service, clean rooms and cover front of house at reception when needed.

Most of my working hours were at weekends to help cover the hotels busiest periods.

<i>GG Gociman</i>	<i>Constanta , Romania</i>
<i>Restaurant and Events manager</i>	<i>Apr 2012— Nov 2017</i>
<ul style="list-style-type: none"> <li>▪ Restaurant manager Monday - Sunday</li> <li>▪ Liaising with the customers to deliver bespoke wedding, christening and corporate packages and to ensure all the clients needs and expectations were met.</li> <li>▪ Ensuring the hotel restaurant and banqueting rooms were ready for service and all the flowers, decorations, food and beverages etc were presented exactly how the customer expected.</li> <li>▪ Responsible for training and supervising 10 waiting and bar staff, ensuring that the whole event ran smoothly and that a high level of customer service was delivered.</li> </ul>	
<i>OCEAN BRIDGE S.R.L</i>	<i>CONSTANTA, ROMANIA</i>
<i>LEGAL ADVISOR</i>	<i>Jul 2012— Feb 2017</i>
In this position, my duties were to represent the company in relationship with third parties, including the courts( civil courts, penal courts).	
<i>Life Boutique Organic Restaurant</i>	<i>Bucharest</i>
<i>Owner/Manager</i>	<i>Oct 2014— May 2015</i>
<ul style="list-style-type: none"> <li>▪ As the owner/manager of an organic restaurant/coffee shop my duties included hiring and training staff, creating menus, sourcing organic produce and liaising with suppliers, banking procedures and managing accounts.</li> </ul>	
<i>Hospitality Service Management</i>	<i>Cagliari, Sardinia</i>
<i>Restaurant/Corporate events manager</i>	<i>Apr 2010— Sep 2010</i>
<ul style="list-style-type: none"> <li>▪ Seasonal contract.</li> <li>▪ Working closely with customers and clients to ensure the smooth running of both the restaurant and conference suites.</li> <li>▪ Training and supervising all staff and ensuring both venues ran smoothly and efficiently.</li> </ul>	
<i>Rotonda Club Green Coast Portu Maga</i>	
<i>Waitress/ Bar</i>	<i>Apr 2009— Oct 2009</i>
<ul style="list-style-type: none"> <li>▪ Seasonal contract.</li> <li>▪ Bar work consisted of preparing and serving all types of drinks and ensuring chillers were always topped up and bar area and cellars were kept clean and tidy.</li> <li>▪ Waitressing work was taking orders, serving and clearing all food served from the kitchen and liaising with the chefs any special dietary requests the customers had.</li> <li>▪ It was also my duty to make sure the restaurant was immaculate at all times.</li> </ul>	
<i>Signorello Roco</i>	<i>Torino, Italia</i>
<i>day/night nurse</i>	<i>Apr 2004— Apr 2007</i>
administering medication prescribed a doctor and helping the person with all that is needed for living( cooking, clining the house).	
<i>S.C. Ardaf S.A.</i>	<i>Cluj-Napoca, Romania</i>
<i>Insurance Inspector</i>	<i>Jan 2003— Oct 2005</i>
Conclusion of insurance.	
<i>Robert Ross s.p.a.</i>	<i>Strambino Piemonte, Italia</i>
<i>Day/Night nurse</i>	<i>Jan 2003— Dec 2004</i>
administering medication prescribed a doctor and helping the person with all that is needed for living( cooking, clining the house).	
<i>SNCFR</i>	<i>Eforie Nord, CT</i>
<i>Reception Manager</i>	<i>Apr 2000— Dec 2003</i>
<ul style="list-style-type: none"> <li>▪ General reception duties including checkin/ check out of hotel guests, telephone booking and enquiries, organising wake up calls, liaising with rooms service and concierge when needed and ensuring that</li> </ul>	

reception area was always kept tidy and presentable ready for our new guests arriving.

*S.C. Lafarge Romcim S.A.*

*CONSTANTA, ROMANIA*

*CTC operator- quality controller*

*Aug 1987—Dec 2000*

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## References

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Can be obtained upon request.