

PERSONAL INFORMATION



Crina Cristina Marian

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Sex Female | Date of birth 08/08/1986 | Nationality Romanian

WORK EXPERIENCE

01/10/2018–Present

Sales support staff

SC Comexim Albatros SRL, Alexandria (Romania)

Processing a high volume of sales orders (phone calls,email), some of them were for export.

Taking phone calls from customers and deal with problems as they arise.

Monitor orders and and their status.

Attend to costumers in the shop.

Paperwork.

11/11/2017–01/08/2018

Massage Therapist

Steiner, London (United Kingdom)

Working for two international cruise ships lines **SilverSea** and **Norwegian Cruise Line**.

My duties included beside providing the guest with the best treatment they ever experienced, was to:

- Reception:
 - Greet and welcome guests as soon as they arrive at the Reception.
 - Direct visitors to the appropriate person or facility.(gym, sauna, thermal area,etc)
 - Answer, screen and forward incoming phone calls
 - Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures
 - Provide basic and accurate information in-person and via phone.
 - Receive, sort and distribute daily mail/deliveries
 - Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, monitor the sauna temperature,etc.)
 - Keep inventory of stock
 - Update calendars and schedule appointments
 - Perform other clerical receptionist duties such as filing, photocopying, etc.
 - Dealing with complaints.
- Seminars about face and body treatments and products.
- Self accounting and when I was late desk my duty was to balance the spa before I took the dockets to the manager.
- Retail

01/02/2014–30/12/2016

Massage Technician

PulsAB G.P., Bucharest (Romania)

Welcome patients to the facility and engage them in conversation to determine the services that they need.

Take notes regarding each client's medical history and ensure that appropriate precautions are taken so that the condition is not aggravated

Explain massage procedure and provide information about oils and creams used during massage
 Perform massaging activities according to the doctor's instructions
 Use aids such as infrared lamps, ice and hot or cold compresses to help with massage therapies
 Maintain clients records including demographic information, medical histories and appointments
 Uphold the standards of hygiene and sterilization as directed by law and the cabinet's policies and procedures

05/11/2012–15/11/2013

Concert Promoter

Invisible Guest Booking, Bucharest (Romania)

Keeping a close relation with other booking agencies.

Editing press releases.

Managing events.

Promoting events.

Media monitoring and press relations.

15/04/2009–30/03/2011

Junior Account Manager

Sol Communication, Bucharest (Romania)

Managing online market research studies.

Media monitoring and press relations.

Constant updating media data bases.

Support in events organizing.

EDUCATION AND TRAINING

26/04/2018

STCW Basic Safety Training

Norwegian Cruise Line

Certificate Number:BST-24-KN-04618

19/03/2018

Certificate of Proficiency Security Awareness Training

Norwegian Cruise Line

Certificate REF#:SATAS-24-RH-107-18

21/11/2017

Security Awareness for Seafarers

Marlins, Skypark, 8 Elliot Place, Glasgow, (United Kingdom)

Certificate Number: SABaNCim40

20/10/2017–11/11/2017

Certificate in Multiple Massage Tehniques

Elemis &Steiner Academy, London (United Kingdom)

- New Messages Techniques
- Sales and Marketing Seminars
- Hospitality Seminars
- Product Knowledge

25/02/2013–12/09/2013

Certificate in Massage Therapy

Centrul de terapii Cristiana, Bucharest (Romania)

Swedish massage;

EQF level 4

Reflexology; Acupressure and sports massages;
Lymphatic drainage ;Medical massage

01/10/2005–15/07/2008

Bachelor's Degree in International Economic Relations

EQF level 6

Hyperion University, Faculty of Economy Sciences, Bucharest (Romania)
www.hyperion.ro

Management, Economy, Marketing, Statistics.

English and Public Relations.

PERSONAL SKILLS

Mother tongue(s) Romanian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C1
Spanish	A2	A2	A2	A2	A1

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 Good communication skills gained through my experience as a concert promoter.

Organisational / managerial skills

Managerial Skills: able to interact and motivate people in my team.

Organizing Skills: plan, schedule, coordinate resources, able to meet deadlines and use time wisely.

Leadership: decision making, problem solving oriented person.

Job-related skills

- Excellent English skills
- Service oriented and guest focused
- Can work independently, good computer knowledge
- Excellent organizational skills
- Outstanding communication and listening skills
- Sales skills
- Positive personality and attitude, friendly and neat appearance
- Stress resistant, flexible, team player.

Digital skills

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

Digital skills - Self-assessment grid

Driving licence B