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| C:\Users\Yannis\Desktop\Me.jpg | **enache**  **zarafu**  Sales & Operations Professional  Service mangement & entertainment | Bucharest, Romania  0040 723 316 316  [izarafu@gmail.com](mailto:richard@youexec.com) |

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| |  | | --- | | **About me** | |  | | Tourism – 15+ years sea / land  Cruise operations  10+ years ocean / river  Supply operations  5+ years land / sea  Sales - 5+ years P&G / insurance |  |  | | --- | | **Additional info** | |  | | **QUALIFICATIONS:**   * Trainer * Project Management * Entrepreneurial mindset * Successful presentations   **LANGUAGES**:   * Romanian * English * French * German |  |  | | --- | | **Skills :** | |  | | * MS Office * Micros, Resco * Resilient * Negotiator * Competitive * Detail / solution oriented   **HOBBIES :**   * Dance * Exploring / Sport * Sport | | |  |  |  | | --- | --- | --- | | **Experiences** | |  | |  | | | | **River CATERING** | **Front Office Manager**   * Organize reception activities / schedules / budgets * Facilitate smooth weekly check-in/check-out of max 170 guests * The link between Housekeeping / F&B / Kitchen depts. and Guests * Assist Hotel Manager in all hotel reports * Cost controlling , purchasing, inventory for the entire ship * Responsible for opening / closing the season | | | **Europe’s rivers - AVALON**  March 2013 – Nov 2018 | |  | | | | **Insurance MALL** | **Insurance Sales Consultant**   * Study market potential * Create tailor made offers * Professional follow-up of sales offers * Expand number of customers | | | **Bucharest, RO**  March 2008 – Dec 2012 | |  | | | | **Disney cruise Line** | **Merchandise Assistant Manager**   * Supervise a 20 people team in 4 locations within the ship * Assist Store Manager in ordering / stocking /planning, merchandising / implementing monthly Sales Planners * Maintain a professional and friendly environment with customers, subordinates and supervisors * Check register system for all rooms charges, credit cards, refunds and exchanges | | | **Carribean Sea**  June 2001 – May 2007 | |  | | | | **Neptun – Olimp S.a.** | **Supply Operations Assistant Manager**   * Supervise 6 specialized warehouses stocks and flow * Elaborate yearly projects of supply provision * Coordinate entire process of supplying by decreasing the costs * Speed and optimize the supply through the internal car fleet in order to supply efficiently all 34 hotels, 31 restaurants and, 12 beach terraces * Negotiate and maintain relationship with suppliers | | | **Neptun, RO**  March 1998 – May 2001 | |  | | | | **Procter & Gamble** | **Sales Representative**   * Analyze the assigned territory / market’s potential * Proudly present, promote and sell P&G products * Develop and maintain positive business and customer relationships | | | **Constantza, RO**  February 1996 – Oct 1997 |  |  |  |  | | --- | --- | --- | | **education** | |  | |  | | | | **American hotel academy**  **Brasov, RO** | **Master of Science**  **International & Tourism Industry Business Management** | | | 2017 – 2019 | |  |  | | | **University of Constantza, ovidius** | **Bachelor Degree in Economics**  **International Transactions** | | | **Constantza, RO**  1992 - 1997 | |