Curriculum Vitae 



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| PERSONAL INFORMATION | Cosmeanu Sergiu Eugen |
| JOB APPLIED FOR  **WORK EXPERIENCE**  (Last 15 years)  August 2018 – Present    May 2016 – July 2018  October 2015 – April 2016  December 2013 – July 2015  February 2011 – July 2013  January 2010 – January 2011  May 2006 – July 2009  **EDUCATION AND TRAINING**  2012 – 2014  2011 - 2012  2004 - 2008    2000 - 2004 | Bd. I.C.Bratianu 88 Constanta - Romania    +40 724416498  dj\_morpheus\_2004@yahoo.com  AOL Instant Messenger (AIM) none  Sex Male | Date of birth 13 September 1986 Nationality Romanian  **Management / Reception/ Sales**  Marketing Sales Assistent  **Concept Grup-Rul**  Bd. Aurel Vlaicu 186 Constanta , Romania   * Evaluate market information and prepare reports as well as rate analysis required for management and sales staff * Ensure to track and store monthly systems production reports. * Assist sales and marketing staff as necessary at any phase of sales plus marketing efforts * Provide assistance/Front Desk   Sales Assistant - **Vodafone**  Constanta , Romania   * Greeting customers who enter the shop. * Be involved in stock control and management * Balancing cash registers with receipts * Dealing with customer refunds * Keeping the store tidy and clean * Responsible dealing with customer complaints.   Sales Agent  **Sc. SIMO SOUND** in Constanța, România   * Answer customer inquiries regarding products or services * Reroute customer calls to appropriate sales personnel * .Maintain a database of customer calls, their needs and requirements. * Conduct market research and field survey for clients’ products and service * Prepare research and survey reports for top sales managemen * Mail billing copies of sales to customers. * Coordinate with accounts receivable team in collecting balances * Manage, monitor and schedule customer appointments with sales team * Implement best practices in sales programs   Assistant Manager  **The Green Isle Hotel** in Dublin, Ireland   * Handling customer complaints and resolving issues that employees are not authorised to handle on their own * Dealing with schedule changes, employee call-ins, and other staffing issues * Filling in for absent employees as needed to ensure smooth operation of the business * Acting as a role model for all employees by continuously exhibiting a high level of service and attention to detail in all tasks * Delegating tasks to employees * Keeping day-to-day activities organized * Leading training classes or providing one-on-one training to employees * Supervising employees and providing additional training and coaching as needed to ensure everyone is performing their job properly * Resolving disputes between employees * Addressing employee problems on the job to ensure everyone is thriving in the workplace and satisfied with their job and work environment * Motivating employees to perform well * Maintaining a safe and clean work environment * Training employees in proper safety procedures and providing training updates as needed * Organising promotions and spearheading marketing efforts by setting up displays and educating customers and employees on promotions or specials * Managing projects as assigned and organising teams to assist in these efforts     Reception Supervisor / Part-Time Security Guard  **Fitsimons Hotel , Luxury Brands** in Dublin, Ireland   * To help define and the company’s unique ‘6\* Service’ concept, which sets the firm apart from other organisations. * To actively manage and develop the team reception, service desks and meeting room staff. * To participate in project work as directed and to implement any actions as necessary.     Senior Bartender / Part-Time Security Guard (Licensed)  **Penthouse Casino** in Dublin, Ireland   * Proper presentation and garnishing of beverages * Interact with all patrons in a cordial, efficient and professional manner * Maintain a commitment to overall guest satisfaction * Responsible for overall bar set up and maintenance – i.e. prepare requisitions and place orders for liquor, other beverage and bar supplies * Provide assistance to Management with ordering, receiving and storing supplies * Implement, planning, control and availability of logs and checklists   Quality Inspector Of Merchendeise  **G.S.P** in Agigea , Romania   * Read blueprints and specifications * Monitor operations to ensure that they meet production standards * Recommend adjustments to the assembly or production process * Inspect, test, or measure materials or products being produced * Measure products with rulers, calipers, gauges, or micrometers * Accept or reject finished items * Remove all products and materials that fail to meet specifications * Discuss inspection results with those responsible for products * Report inspection and test data    Dublin Institute of Technology (Dublin, Ireland)  * Refine Management Department  Eurocollege Institute (Dublin , Ireland)Turism and Bussines“Ovidius” University ( Constanta, Romania)  * Public Administration Dept  “Lucian Blaga” Highschool |

Mother tongue(s) **Romanian**

Other language(s

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| **ENGLISH**  **SPANISH** | UNDERSTANDING  SPEAKING  WRITING  Listening  Reading  Spoken interaction  Spoken production  C2  C2  C2  C2  C2  A2  A2  A2  A2  A2  Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user(ADVANCED)  Common European Framework of Reference for Language  [s](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr) |
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| Communication skills | * team work: I have worked in various types of teams * a **‘people’ person with good personal skills can communicate their ideas clearly and concisely** * A person who is able to able to give and receive feedback appropriately * An honest individual and upfront * Active Listener * Polite even in stressfull situation. |
| Organisational / managerial skills | - the ability and the knowledge to use a variety of techniques to achieve their objectives  - able to see an entire concept, analyze and diagnose a problem, and find creative solutions  - identifying a certain problem or situation and then finding the best way to handle the problem and get the best solution |
| Computer skills | * competent with most Microsoft Office programmes * experience with HTML |
| Other skills | Enjoy all sports particulary football and running. Love to travel and experience different cultures. |
| Driving licence | B |
| ADDITIONAL INFORMATION |  |
| Publications |  |