**Zamfir Oana Alexandra RESUME**    *Tel : 004-0731158231*

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*Born :-23- September-1979*

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| **Profile** |

I am a highly committed and independent individual with a burning passion to succeed. I am inquisitive, determined and have the capability and skills to make opportunities for my team and myself. As a focused and ambitious person, I put 100% into everything I do as I expect 100% success. An inspiration to those I work with, I generate a positive atmosphere and strongly believe in always adopting a diplomatic, easy-going approach in a team.

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| **Educational Qualifications** |

Energetic High school, Bucharest 1986

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| **Employment History (full-time)** |

**Customer Service/Sales Representative**

**Stratos Rent a Car**

Abu Dhabi

January 2008 – April 2011

* Interacting with customers to provide information in response to inquiries about rental charges and services.
* Making sure that customers are receiving the best service delivery and prices.
* Follow through with sales/advertising of other company promotion.
* Providing existing clients and the firm with Invoices, L.P.O, Quotations , Receipts, Daily income, Monthly reports- Salik Charges and Traffic fines for each car

**Telephone switchboard operator**

**Big Emirates Commercial Investment LLC**

Abu Dhabi

July 2013- July 2016

* Providing exceptional customer service to business clients and customers whilst promoting additional services and selling extra services
* Working towards targets for call quality, sales conversions and call handling time.
* Essential qualities include excellent customer service and communication skills and ability to work well within a team and individually.
* Responsible for ensuring that all customer contacts are handled in an efficient, effective and customer-centric way.
* Handling calls in a polite, courteous & respectful manner and ensuring that all complaints are recognized, recorded, confirmed and resolved in line with company procedures.
* Maximizing the sales of defined lending products and services to new and existing customers, whilst promoting products and services with a positive approach.
* Personal qualities essential to this role include, enthusiasm, motivation, team player, excellent communication skills, strong sales skills and excellent telephone and computer keyboard skills.

**Bastion Hotel**

**Housekeeping Supervisor**

April 2018 – January 2019

* Making sure that all the rooms were up to the hotel standards and overseeing staff performance on a daily basis;
* Training housekeepers on cleaning and maintenance tasks;
* Responding to customer special requests and complaints with professionalism and patience.

**NH Barbizon Hotel**

**Housekeeper**

January 2019 – August 2019

* Performing a variety of cleaning activities such as sweeping, mopping, dusting and polishing;
* Ensuring all rooms are cared for and inspected according to standards;
* Protecting equipment and making sure there are no inadequacies.

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| **Other Skills and Experience** |

**Bartender/ Waiter:** For more than two years in Romania, recommendation letter upon request

**Receptionist:** Hospitality

**Languages:** Fluent/Native Romanian & English

**Computer skills:** Microsoft Office proficient; Word / Excel

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| **References** |

Upon request