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| ***PERSONAL INFORMATION*** | **Gabriela Radu** | |  |  |  |  |
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|  | Sex: F | Date of birth: 08.03.1984 | Nationality: Romanian | | | | | |
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| ***WORK EXPERIENCE***  **08.10.2018 – 24.04.2019** **Crew Coordinator**  **Cruise and Maritime Voyages LTD**  **▪** Calculate monthly payroll of all applicable departments and personnel  **▪** Make payment of crew payroll & paying attention that all payments received  are signed for  **▪** Handle all crew sign on and sign off  **▪** Crew berthing allocation for all departments and key control  **▪** Maintain filing for all crew signing on for tickets, receipts for travel,  STCW95 certificates and company medical forms  **▪** Maintaining crew records for onboard training and appraisals  **▪** Schedule onboard interviews for potential promotions and inform head office  **▪** Create accurate Crew Manifest  **▪** Daily office opening hours for crew hearings  **▪** Vacation/Rotation planning  **▪** Assist any audits which might carried out in department by shore side personnel  regarding ISM and MLC manuals  **▪** Ensures that Hazardous situations are identified in department and dealt with  **▪** Ensures that all identified risks to the vessel, personnel and the environment  and establish appropriate safeguards  **▪** In charge with administrating the Crew Welfare Budget and Crew activities onboard   |  |  |  | | --- | --- | --- | | **25.05.2018 – 24.08.2018** | **Documentation Purser** |  | |  | **Cruise and Maritime Voyages LTD** | | |  | **▪** Fully supervise and control the embarkation/disembarkation | | | | | |  | process of passengers |  | |  | **▪**Coordinate with the Financial Controller | | | |  | in matters relating to the payment of passenger accounts | | | | | |  | **▪**Deals with all passenger comments as quickly and professionally as possible | | | | | | |  | & reported in his department and dealt with | | | | |  | **▪**To be familiar with the ISM Manual and to assist any audits which are | | | | | | |  | carried out in the Department on a regular base by shore side personnel. | | | | | | |  | **▪**In charge with Customs & Immigration, ports formalities | | | | | |  | **▪**In charge with Vessel’s clearance | | |  | **▪**Any other jobs given by superiors | |   **12.03.2018 – 21.04.2018** **Crew Coordinator**  **Cruise and Maritime Voyages LTD**  **▪** Calculate monthly payroll of all applicable departments and personnel  **▪** Make payment of crew payroll & paying attention that all payments received  are signed for  **▪** Handle all crew sign on and sign off  **▪** Crew berthing allocation for all departments and key control  **▪** Maintain filing for all crew signing on for tickets, receipts for travel,  STCW95 certificates and company medical forms  **▪** Maintaining crew records for onboard training and appraisals  **▪** Schedule onboard interviews for potential promotions and inform head office  **▪** Create accurate Crew Manifest  **▪** Daily office opening hours for crew hearings  **▪** Vacation/Rotation planning  **▪** Assist any audits which might carried out in department by shore side personnel  regarding ISM and MLC manuals  **▪** Ensures that Hazardous situations are identified in department and dealt with  **▪** Ensures that all identified risks to the vessel, personnel and the environment  and establish appropriate safeguards  **▪** In charge with administrating the Crew Welfare Budget and Crew activities onboard   |  |  |  | | --- | --- | --- | | **23.09.2017 – 12.03.2018** | **Documentation Purser** |  | |  | **Cruise and Maritime Voyages LTD** | | |  | **▪** Fully supervise and control the embarkation/disembarkation | | | | | |  | process of passengers |  | |  | **▪**Coordinate with the Financial Controller | | | |  | in matters relating to the payment of passenger accounts | | | | | |  | **▪**Deals with all passenger comments as quickly and professionally as possible | | | | | | |  | & reported in his department and dealt with | | | | |  | **▪**To be familiar with the ISM Manual and to assist any audits which are | | | | | | |  | carried out in the Department on a regular base by shore side personnel. | | | | | | |  | **▪**In charge with Customs & Immigration, ports formalities | | | | | |  | **▪**In charge with Vessel’s clearance | | |  | **▪**Any other jobs given by superiors | | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **05.01.2017 – 12.07.2017** | **Documentation Purser** | |  |  |  |  |  |  |  |  | |  | **Cruise and Maritime Voyages LTD** | | |  |  |  |  |  |  |  | |  | **▪** Fully supervise and control the embarkation/disembarkation | | | | | | | |  |  | |  | process of passengers | |  |  |  |  |  |  |  |  | |  | **▪**Coordinate with the Financial Controller | | | |  |  |  |  |  |  | |  | in matters relating to the payment of passenger accounts | | | | | | | |  |  | |  | **▪**Deals with all passenger comments as quickly and professionally as possible | | | | | | | | |  | |  | & reported in his department and dealt with | | | | |  |  |  |  |  | |  | **▪**To be familiar with the ISM Manual and to assist any audits which are | | | | | | | | |  | |  | carried out in the Department on a regular base by shore side personnel. | | | | | | | | |  | |  | **▪**In charge with Customs & Immigration, ports formalities | | | | | | | |  |  | |  | **▪**In charge with Vessel’s clearance | | |  |  |  |  |  |  |  | |  | **▪**Any other jobs given by superiors | | |  |  |  |  |  |  |  | | **10.01.2016 – 05.11.2016** | **Receptionist** |  |  |  |  |  |  |  |  |  | |  | **Cruise and Maritime Voyages LTD** | | |  |  |  |  |  |  |  | |  | ▪ Answer to general passenger’s inquiries about ship’s facilities/ports of call | | | | | | | | |  | |  | ▪ Passengers and crew complaint handling | | | |  |  |  |  |  |  | |  | ▪ Changes or upgrades passengers cabins | | |  |  |  |  |  |  |  | |  | ▪ Handling maintenance problems | | |  |  |  |  |  |  |  | |  | ▪ Postage services |  |  |  |  |  |  |  |  |  | |  | ▪ Sales of post cards, sea-sickness pills, batteries etc. | | | | | |  |  |  |  | |  | ▪ Changes or upgrades passengers cabins | | |  |  |  |  |  |  |  | |  | ▪ Handling Lost&Found passengers items | | |  |  |  |  |  |  |  | |  | ▪ Handling Room Service Orders from passengers | | | | |  |  |  |  |  | |  | ▪ Handling any kind of requests from passengers | | | | |  |  |  |  |  | |  | ▪ Dealing with calls for medical emergencies, accidents, unexpected disembarkations | | | | | | | | | | |  | ▪ Any other jobs given by superiors | | |  |  |  |  |  |  |  | | **01.01.2013 – 26.05.2015** | **Rayon Manager** |  |  |  |  |  |  |  |  |  | |  | **SC Romania Hypermarche SA, Constanta, Romania – CORA Hypermarket** | | | | |  |  |  |  |  | |  | ▪  Orders for merchandise to suit rayon’s needs | | | | |  |  |  |  |  | |  | ▪  Organization and coordination of the work of employees on rayon | | | | | | | |  |  | |  | ▪  Tracking to achieve monthly targets | | |  |  |  |  |  |  |  | |  | ▪  Alignment of monthly price competition approved | | | | | |  |  |  |  | |  | ▪  Ordering and settlement of goods promoted in store catalogs | | | | | | | |  |  | |  | ▪  Various nalyses on the sales made by my store and similar stores in the group | | | | | | | | | | |  | ▪  Preparation of goods and plans for settlement according to seasons of the year | | | | | | | | | | |  | ▪  Training of employees in accordance with the standards and the internal regulations | | | | | | | | | | |  | ▪  Participation and organizing biennial inventories | | | | |  |  |  |  |  | |  | Business or sector: hypermarket | |  |  |  |  |  |  |  |  | | **05.10.2010 – 01.01.2013** | **Assistant Director** |  |  |  |  |  |  |  |  |  | |  | **SC Romania Hypermarche SA, Constanta, Romania – CORA Hypermarket** | | | | |  |  |  |  |  | |  | ▪ Organization and coordination workshops and competitions for children in the store | | | | | | | | | | |  | ▪ Conditions negotiated contracts relating to activities for children | | | | | | | |  |  | |  | ▪  Identification of the accommodation hotel employees and negotiating prices | | | | | | | | |  | | paid for their accommodation | |  |  |  |  |  |  |  |  | |  | ▪  The design and implementation of actions to promote the store | | | | | | | |  |  | |  | - sponsorships, documentaries filmed in the store, interviews | | | | | | | |  |  | |  | ▪  Any other tasks given by the store director | | | |  |  |  |  |  |  | |  | Business or sector: hypermarket | |  |  |  |  |  |  |  |  | | **26.05.2008 – 05.10.2010** | **Section Manager** |  |  |  |  |  |  |  |  |  | |  | **SC Fashion Retail Group SRL, Constanta – Debenhams** | | |  |  |  |  |  |  |  | |  | ▪  Organization and coordination of the work of employees | | | | | | | |  |  | |  | in the store |  |  |  |  |  |  |  |  |  | |  | ▪  Tracking to achieve monthly targets | | |  |  |  |  |  |  |  | |  | ▪  Arranging and maintaining the store in accordance with the standards imposed | | | | | | | | | | |  | ▪  Receipts of goods received and exposing it as soon as possible | | | | | | | |  |  | |  | ▪ The opening and closing of the cash registers, preparing money from sales | | | | | | | | |  | | for their submission to the bank | |  |  |  |  |  |  |  |  | |  | ▪ Relationship with local authorities | | |  |  |  |  |  |  |  | |  | ▪  Organizing the cleaning at opening and closing the store | | | | | | |  |  |  | |  | ▪  Training of employees in accordance with the standards and the internal regulations | | | | | | | | | | |  | ▪  Participation and organization of monthly inventories | | | | | |  |  |  |  | |  | Business or sector: retail non-food products | | | |  |  |  |  |  |  | | **10.09.2006 – 25.05.2008** | **Assistant manager** |  |  |  |  |  |  |  |  |  | |  | **SC Harvyn Ro SRL, Constanta, Romania - Kenvelo** | | |  |  |  |  |  |  |  | |  | ▪  Organization and coordination of the work of employees on the store | | | | | | | | |  | |  | ▪  Tracking to achieve monthly targets | | |  |  |  |  |  |  |  | |  | ▪  Arranging and maintaining the store in accordance with the standards imposed | | | | | | | | | | |  | ▪ The opening and closing of the cash registers, preparing money from sales | | | | | | | | |  | | for their submission to the bank | |  |  |  |  |  |  |  |  | |  | ▪  Organizing the cleaning at opening and closing the store | | | | | | |  |  |  | |  | ▪  Training of employees in accordance with the standards | | | | | | |  |  |  | |  | and the internal regulations | |  |  |  |  |  |  |  |  | |  | ▪  Participation and organization of monthly inventories | | | | | |  |  |  |  | |  | Business or sector: retail non-food products | | | |  |  |  |  |  |  | | **08.11.2005 - 10.09.2006** | **Warehouse manager** |  |  |  |  |  |  |  |  |  | |  | **SC Harvyn Ro SRL, Constanta, Romania - Kenvelo** | | |  |  |  |  |  |  |  | |  | ▪  Keeping of stock of goods | |  |  |  |  |  |  |  |  | |  | ▪ Receiving goods |  |  |  |  |  |  |  |  |  | |  | ▪  Maintaining order in the warehouse | | |  |  |  |  |  |  |  | |  | ▪  Participation and organization of monthly inventories | | | | | |  |  |  |  | |  | Business or sector: retail non-food products | | | |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | | ***EDUCATION AND TRAINING*** | |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | | 2002 - 2006 | Economist specialized in trade and tourism | | | |  |  |  |  |  |  | |  | "Dimitrie Cantemir" University, Constanta | | | |  |  |  |  |  |  | | 2011 | French certified level b1 - French Alliance, Constanta | | | | | |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | | 2016 | Documentation Purser Training - Cruise & Maritime Voyages | | | | | | | |  |  | | 2017 | Crew Coordinator Training – Cruise & Maritime Voyages |  |  |  |  |  |  |  |  |  | | ***PERSONAL SKILLS*** | |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | | Mother language(s) | Romanian |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | | Other language(s) | UNDERSTANDING SPEAKING WRITING | | | | | | | |  |  | |  |  |  |  |  |  |  |  |  |  |  | | English | Medium - B2 - C1 Fluent Medium | | | | | | | |  |  | |  |  |  |  |  |  |  |  |  |  |  | | French | Beginner B1 - B2 MediumMedium | | | | | | | |  |  | |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | | Communication skills | ▪  good coordination skills gained through my experience as manager | | | | | | | | |  | |  | ▪  good communication skills gained through my experience as manager | | | | | | | | |  | |  |  |  |  |  |  |  |  |  |  |  | | Organizational / managerial skills | ▪  leadership (I led teams of 10 - 15 people) | | | |  |  |  |  |  |  | |  | ▪  good coordination skills gained through my experience as manager | | | | | | | | |  | |  | ▪  assuming my actions and decisions also gained through my experience as manager | | | | | | | | | | | Computer skills | ▪ good command of Microsoft Office Tools |  |  |  |  |  |  |  |  |  | |  |  | | | |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  | | | | | | | | | |
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