**Roxana CONSTANTIN** roxananicoletavlad620@gmail.com • 0728 21 00 55

***15+ years of overall career experience with proven history of success in sales, customer service and HoReCa***

Dedicated to helping organisations reach their goals by successfully implementing their business strategies and helping their customers love them with excellence in Customer Service and Customer Satisfaction

**Highlights of Expertise**

|  |  |
| --- | --- |
| * Hotel, Restaurant, Catering * Customer Service * Sales and Marketing | * Private & Company events * Customer Satisfaction * Supplier Management |

**Career Experience**

present **Receptionist** at **Vila Anticus**

*Reception, Customer Service and Sales Assistance* – *HoReCa*

2018 – 2019 **Receptionist** at **Vila Sky**

*Reception, Customer Service and Cleaning Services Management* – *HoReCa*

2005 – 2018 **working experience in Italy**

*Held different positions in HoReCa:*

* *Waitress in various restaurants and bars*
* *Customer Service Representative in various hotels*
* *Cleaning Assistant in various hotels*

2003 – 2005 **Sales Assistant** at **SC AdyFlor SRL**

*Sales, Customer Service – FMCG (retail)*

2000 – 2003 **Sales Assistant** at **SC Alssacian Group SRL**

*Sales, Customer Service, Marketing – Advertisement*

**Languages**

**Italian –** advanced writing and speaking

**English –** intermediate writing and speaking

**Education & Professional Development**

* Highschool educated - Technician – Vasile Parvan Highschool - Constanta, Romania
* Professional Development

Nail Art

*Prosthetic Nail Stylist Technician*