

Michelle Reign

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PROFESSIONAL SUMMARY

I am a dynamic professional with over 15 years of rich experience in the banking system, sales, operations, reporting. I have strong data analysis skills, system analysis skills and problem-solving skills with positive results.

I am an enthusiastic, multi-skilled, innovative and resourceful professional with extensive experience in financial and administrative services. I gained a collection of skills while working with a variety of partners, driven by quality and integrity.

EDUCATION

2005 – 2007
Bucharest Academy of
Economic Studies, Marketing
Studies

2001 – 2005
Bucharest Academy of
Economic Studies, Marketing

1997 – 2001
George Cosbuc
Theoretic High School,
Bucharest

FOREIGN LANGUAGES

English
Advanced speaking, reading,
writing

Italian
Medium speaking, reading,
writing

TECHNICAL SKILLS

Good knowledge of operating
in banking PC programs

Computer knowledge (Word,
Excel, Power Point, etc.)

EXPERIENCE

Since 31.05.2021 **Business Compensation Analyst** Miracle, Bucharest

Responsibilities:

Responsible for managing and issuing compensation plans, assisting in quota development, analyzing compensation issues, and various comp reporting; effectively communicate complex plan structures to all levels of management and work across multiple support teams to include sales crediting, finance, GTM leadership, and business operations; perform various monthly or on request reports, create/maintain desk procedures for team activities

13.07.2015 – 30.04.2021 **Business Operations Specialist** BlueBridge Romania, Bucharest

Responsibilities:

Financial related tasks: Assure expenses, cost and recovery proper management; Assure tight control over the expenditures and provide timely and accurate forecast for supplier and client billing; Prepare various financial situations for managers on request; Maintain good relationship with company's support functions: Finance, Procurement; Ensure support management for financial discussions with suppliers.

Administrative/Operational/Business control related tasks: Collect input regarding the needs for the center (small assets and various expenses), obtain required approvals as per procedures and perform orders; Ensure support to local team for administrative/operational activities; Organize and support internal and external events; Create/review procedures for center's processes; Drive business control compliance test.

Hiring contractors related tasks: Keep evidence of holidays, working days and overtime of employees; Support the recruiting process: keep tracking of the supplier requests for positions and CVs received, support CVs screening process, setup interviews and assure a good communication with suppliers regarding the candidates and current employees; Assure on boarding and off boarding process is properly conducted as per procedure.

PERSONAL COMPETENCIES

Creative, quick-learner,
organized, self-disciplined
Orientation towards quality
and service
Results-oriented
Stress resistance
Capacity to organize, plan,
structure
Positive attitude
Team player, able to gain
co-operation, facilitate
functional and social contacts

OTHER

Driver license – B category

2004 – 2005
Member of “MARKETING Club”
Students’ Association

22.09.2008 – 12.07.2015 **Payments Officer** Mainbank SA, Bucharest

Responsibilities:

- Processes transactions according to internal procedures
- Prepares and sends periodical reports to upper-level departments
- Performs reconciliation and checks the reports generated by the system for Gram transactions
- Ensures the business communication and cooperation with the other departments in order to have a correct processing of the transactions.

01.06.2008 – 22.09.2008 **Investigations Officer** SC OmniBank SA, Bucharest

Responsibilities

- Solve the issues with the other banks on discounting the payment instruments
- Process and verify corrections for any kind of operational errors related to customers incoming payments
- Investigate issues, missing documents, Swift correspondence
- Make phone/e-mail confirmations regarding incoming payments.

01.07.2006 – 30.05.2008 **Foreign Payments Officer** SC OmniBank SA, Bucharest

Responsibilities

- Process the transactions according to internal procedures
- Verify reports and to make phone/e-mail confirmations regarding incoming payments, to rectify all kind of errors
- Perform reconciliation on correspondents’ accounts.

24.09.2005 – 30.06.2006 **Telesales Agent** SC OmniBank SA, Bucharest

Responsibilities

- Promote bank products and services by calling clients or marketing database persons.

01.07.2003 – 01.04.2004 **Customer Service Representative** OmniFon SA, Bucharest

Responsibilities

- Offer correct information regarding company’s products and services to all incoming callers
- Promote products and services
- Process all the necessary changes in the clients’ profile, offering assistance and counseling clients and recording all the important aspects of the conversation into specific databases.