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| **Michelle Reign**  33 Liviu Rebreanu Street,  Tulcea  0724.444.748  mreign@mail.com | **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. |
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