



## ABOUT ME

I am a proficient communicator with a proven ability to connect effectively with clients and colleagues, fostering a harmonious and productive environment.

My natural flair for skilled negotiations allows me to adeptly navigate the needs and expectations of clients. Being a quick learner enables me to swiftly adapt to new techniques and practices, ensuring I remain at the forefront of industry developments.

As a collaborative professional, I am eager to contribute to your esteemed team, bringing a strong desire to grow and excel within your organization.

## SKILLS



## LANGUAGES



## HOBBIES

ICE SKATING, COOKING, READING

## PERSONAL DETAILS

Date of birth  
01 Oct 1995

Nationality  
Romanian

Visa status  
Not needed

# MARIUS FLORIN MICU

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## WORK EXPERIENCE

<b>STOCKHOLM MESSAGE</b> Stockholm Dec 2024 - Present	<b>Message Therapist</b> <ul style="list-style-type: none"><li>Successfully upsold massage packages, increasing average revenue per client.</li><li>Delivered tailored massage therapies, meeting individual client needs effectively.</li><li>Enhanced client satisfaction and retention through a welcoming atmosphere.</li></ul>
<b>STOCKHOLM PHYSIQUE</b> Stockholm Oct 2024 - Nov 2024	<b>Message Therapist</b> <ul style="list-style-type: none"><li>Created a welcoming atmosphere, boosting client satisfaction and retention.</li><li>Successfully upsold massage packages, increasing average revenue per client.</li><li>Delivered tailored massage therapies, meeting individual client needs effectively.</li><li>Delivered tailored massage therapies, meeting individual client needs effectively.</li><li>Optimized booking system, boosting efficiency and enhancing customer experience.</li></ul>
<b>ROCADOR HOTEL</b> Mallorca Sep 2024 - Sep 2024	<b>Message Therapist</b> <ul style="list-style-type: none"><li>Managed spa reception with professionalism, ensuring a welcoming environment for clients.</li><li>Excelled in upselling massage services and treatments, contributing to revenue growth.</li><li>Delivered a diverse range of massage therapies, tailoring techniques to individual client needs.</li></ul>
<b>PARK &amp; FLY</b> Mallorca Nov 2023 - Jul 2024	<b>Car rental Agent</b> <ul style="list-style-type: none"><li>Delivered exceptional customer service by warmly greeting clients and efficiently processing data entry.</li><li>Articulated rental pricing and value propositions to customers, enhancing their decision-making process.</li><li>Managed communication effectively by promptly responding to client inquiries via email and telephone.</li><li>Skillfully addressed and resolved customer complaints, ensuring a high level of client satisfaction.</li></ul>
<b>BLUE HOTEL</b> Mallorca Apr 2023 - Aug 2023	<b>Message Therapist</b> <ul style="list-style-type: none"><li>Prepared treatment cabins ensuring a serene and inviting environment for clients.</li><li>Greeted clients warmly, providing expert advice on exercises and future treatment options tailored to their individual needs.</li><li>Skillfully upsold massage treatments, enhancing customer experience and increasing revenue.</li></ul>
<b>GBL ROMANIA</b> Cluj Sep 2023 - Feb 2024	<b>Support Agent</b> <ul style="list-style-type: none"><li>Achieved sales targets by effectively selling technology products over the phone.</li><li>Utilized strong communication skills to engage and convince clients.</li><li>Executed accurate data entry and invoicing to streamline sales processes.</li><li>Consistently delivered excellent customer service to drive client satisfaction.</li></ul>
<b>AMAZON</b> Frankfurt Jan 2023 - Jul 2023	<b>Warehouse Worker</b> <ul style="list-style-type: none"><li>Efficiently sorted products tailored to individual customer requirements.</li><li>Expertly packaged goods, ensuring safe and secure handling.</li><li>Operated machinery with precision for optimal warehouse logistics.</li><li>Accurately deposited and scanned products for inventory management.</li></ul>
<b>WEBHELP ROMANIA</b> Cluj Dec 2020 - Jun 2021	<b>Support Agent</b> <ul style="list-style-type: none"><li>Streamlined package tracking to enhance customer satisfaction and delivery speed.</li><li>Guided clients through the ordering process, boosting conversion rates.</li><li>Managed returns and refunds efficiently, improving customer retention.</li><li>Resolved complaints promptly, fostering loyalty and positive experiences.</li></ul>
<b>SCC ROMANIA</b> Bacau Mar 2020 - Nov 2020	<b>Customer Service Agent</b> <ul style="list-style-type: none"><li>Proficient in utilizing CRM and support tools to enhance customer experience.</li><li>Multilingual support specialist fluent in three languages, catering to a global clientele.</li><li>Efficiently managed customer inquiries through phone and email communication channels.</li><li>Skilled in resolving order issues and conducting verification of bank accounts and payments.</li></ul>
<b>NUNNER LOGISTICS</b> Bacau May 2017 - Dec 2019	<b>Gestionar</b> <ul style="list-style-type: none"><li>Managed comprehensive inventory for Carrefour across Northeast Romania, ensuring optimal stock levels and product availability.</li><li>Coordinated the reception and unloading of large-scale deliveries from the central warehouse, maintaining efficiency and organization.</li><li>Streamlined the sorting process for customer-specific orders, enhancing accuracy and customer satisfaction.</li></ul>

## EDUCATION

<b>COLEGIUL TEHNIC "DUMITRU MANGERON"</b> Bacau 2014	<b>High school diploma</b> <ul style="list-style-type: none"><li>Specialized in economic principles, financial accountability, and fiscal management.</li></ul>
<b>SANITY BACAU</b> Bacau 2017	<b>Bachelor</b> <ul style="list-style-type: none"><li>Specialized in post-accident medical rehabilitation, physiotherapy, and personal training.</li></ul>