

## Kontakt

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## Top-Kenntnisse

Highly Organized & Strong Analytical Abilities

Remaining calm in a crisis

Customer Service

## Languages

English (Native or Bilingual)

Romanian (Native or Bilingual)

Spanish (Elementary)

## Honors-Awards

1st Place National Sports Agency

1st Place National Sports Agency

# Lucian Murmurache

CS Partner Specialist at Booking.com

Berlin, Berlin, Deutschland

## Zusammenfassung

When I get into a job, I need to know everything, the 5Ws(and that H) are my daily tools! The answer seems to almost always be in the little details, that's why I strive to be detail-oriented and exact.

I make sure to develop and maintain a good reputation at work, getting to know the people you work with is step 1 in understanding how to work with them successfully. I scale up my efforts to be there for my teammates when needed, sharing my knowledge, but most importantly having fun together, 'All work and no play makes Jack...' you know the saying!

In my spare time, I like learning new things, my latest project being a course in Web Development (Full-Stack), I join events and gatherings where the main topic is Climate Crisis, I like volunteering when I can(Berliner Tafel is the best) and I very much like to perfect my pizza recipes!

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## Berufserfahrung

Booking.com

5 Jahre 3 Monate

CS Partner Specialist

April 2018 - Present

Berlin Area, Germany

As part of partner support, I provide recommendations on how to improve visibility and increase sales, process content changes such as description and facility modifications, manage partner expectations and maintain a high partner satisfaction. Other activities include leading team meetings, providing support to colleagues when handling complex tasks or complicated partner requests, maintaining a constant overview on procedural changes and security protocols

Partner Service Executive II

Februar 2017 - April 2018 (1 Jahr 3 Monate)

Berlin Area, Germany

Processing new partner registrations, ensuring that all necessary information is provided in order to proceed to the next step. Detecting fraudulent registrations, identifying duplicate registrations and retaining an overall high standard of new and existing partners.

#### Customer and Partner Service Executive

Oktober 2014 - Februar 2017 (2 Jahre 5 Monate)

Berlin Area, Germany

Whilst having the role of Customer Service Executive, after a voluntary training, I was able to provide support and guidance to partners, making necessary back-end changes on their behalf, ensuring a high standard of customer service and partner experience.

#### Customer Service Executive

Mai 2014 - Oktober 2014 (6 Monate)

Berlin und Umgebung, Deutschland

I learned the company structure and adapted to the corporate identity. Handled inbound calls, solved complexity issues on various topics such as travel advice, modifications, cancellations along with other daily tasks.

#### Itembase

##### Sales Executive

Juli 2013 - Mai 2014 (11 Monate)

Berlin und Umgebung, Deutschland

My first experience working in a Startup company, cold calling to arrange meetings with potential b2b clients, identifying the business needs of customers, presenting the products and services in a structural way and challenging any objections.

#### Gherman Ilora

##### Administrator

Mai 2012 - März 2013 (11 Monate)

Kreis Botoșani, Rumänien

I provided administrative work for the management, organised schedules and appointments, aided the transition to a digital platform for data storage and bookkeeping. I also took charge of veterinary medical supplies orders, ensuring that the stock was properly maintained and that orders were sent in a timely manner.

#### Starbucks

##### Shift Supervisor

Oktober 2008 - April 2012 (3 Jahre 7 Monate)

London, Großbritannien

Working in a fast paced environment gave me the opportunity to learn rapidly and develop management skills at an early age, provide constructive feedback to co-workers and gain knowledge from my superiors. Responsibilities such as processing daily and weekly cash flow generated by the business operations, organising daily agenda for employees, handling customer complaints, became routine.

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## Ausbildung

London Meridian College

Advanced English Level, English Language and Literature,  
General · (2008 - 2012)

London Skills Institute

First Certificate, English Language and Literature, General · (2008 - 2008)

Sports High School

Personal Trainer, Sports and Exercise · (2004 - 2008)