



Nicolai BEJENARU



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 EC citizenship – Romanian
 EC Clean Driving License - B since 1991
 Right To Work in the UK

Profile

- Proactive business oriented managerial professional, accomplished in delivering value in due time and exceeding to the extra mile across all operational and strategic objectives to improve and consolidate the business.
- Ambitious and analytic negotiator running local and/or international operations, particularly around complex services, driven often seeking new responsibilities to enhance career opportunities.
- Initiate, implement, manage, and develop appropriate new business and servicing strategies to enable the achievement of planned targets and key performance indicators in a fast paced, complex, and changing environment.
- Designing or redesigning, planning, organizing, resolving issues and managing the completion of a project, while ensuring that it is a win which delivers the expected results on time, on budget, and within scope.
- Sustained support to create, empower and develop team members, upheld and mentor individuals, build and lead highly engaged teams who are motivated to successfully establish and deliver great business and customer outcomes.

Key & Transferable Skills:

Operations Management
 Project Management
 Change Management
 Customer Management
 Stakeholder Engagement
 Management Consultant

Compliance Standards
 Values Driven
 Process Improvement
 Service Excellence
 Team Management
 Team Development

Analytical Person
 Leadership
 Strong Communicator
 Staff Recruitment
 New Starters Induction
 Coaching

Career Highlights:

- Dedicated Key Worker with strong attendance during the pandemic
- Successfully achieved the role of LA Operations Manager
- Management Consultant for Travel Industry
- Managing Director for several International Active Tour Operators
- Managing Partner for Data Digitalizing and Processing Enterprise
- Area Operations Manager for The National Office of Tourism
- Elected President of Romanian Travel Guides & Interpreters National Union
- International Tour Director
- Multilingual Guide & Interpreter up to UHE Protocol level

Career to Date:

ROYAL MAIL GROUP

May 2018 – October 2022

Operations Manager

Annual Leave and Day Off cover for DOMs and DLMs in different LA Delivery Offices, leading a regional group of six units with a total staff of over 250 people, working to daily KPI targets to help identify opportunities for improvement and monitor compliance in the company's four key areas: people, customer, performance and financial.

People Management

- Direct and control all operational staff to ensure that they are appropriately motivated and trained and carry out their responsibilities to the required standards.
- Manage employees' schedules, ensure front-line staff fully understand the roles they are performing, and the resourcing decisions made on a daily and weekly basis, through the use of huddles and one to one conversation.
- Recruiting, interviewing and selecting people for future onboarding employees, induction for new starters, training and engaging staff to optimize their talent and maximize their productivity.
- Accountable for prompt completion of all HR activity for the team – including resourcing, conduct, attendance, employee relations, learning and communication activities, plan and oversee activities of each office staff.
- Communicating and collaborating with the staff to create and maintain an optimal environment to work, behave, engage and grow, a workplace defined by business policies and characterized by fairness and equality for all members of the staff.

Customer Management

- Ensure compliance in the company's policies and procedures to deliver high quality products, services to consolidate customer confidence.
- Investigate complaints up to root cause in an objective manner, accurately capturing the details by visiting the customers and having amicable conversations with the involved parties.
- Develop viable solutions within the business policies to meet and exceed customer expectations.
- Regain customer trust in order to boost customer satisfaction.
- Manage relationships with existing customers and explore new prospects.

Performance Management

- Manage office workflow.
- Perform quality controls and monitor production KPIs.
- Monitor and evaluate staff performance by analysis of data.
- Process planning, observing, controlling and reviewing the employee's system of carrying out their job duties.
- Supervise, measure and amend the Balanced Scorecard to ensure that strategic goals are met.
- Formulate strategic and operational objectives and manage by objectives employees' performance, identify problem areas and noxious practices which must be adjusted to improve efficiency.
- Ensure all staff are regularly reviewed and appraised and have ongoing relevant objectives to achieve in line with company expectations.
- Provide operational leadership for the office.

Financial Management

- Examine financial and operational data and use them to improve profitability.
- Strategic planning for budget-driven production plans.
- Prepare financial statements and reports.
- Control of financial undertaking.
- Minimal expenses claimed for extended commuting time and mileage.
- Oversee operational budget to ensure the departments have all the resources required to meet objectives.
- Adjust and eliminate overheads.

Admin Management

- Collect the production data, check and transfer it to business integrated systems.
- Digitally document and report daily activity and events.
- Control the company's properties and tactfully intervening to minimize, fix and prevent damages.
- Ensure H&S environment for the contractors and supervise their delivery.
- Preserve business strategic assets.
- ETC.

4TRAV

August 2015 – present

*Management Consultant
Managing Director*

International Active Tour Operator providing products and services typical to Travel Industry, which activity was suspended during pandemic and presently builds a new automation project for future business integration.

- Founded and financed the company and organized its entire activity.
- Project design and management including strategic objectives and policies.
- Promoted and marketed the agency to achieve new business.
- Ensured financial, contract, people and relationship management.
- Implement alternative and innovative ideas for.

TOUR OPERATORS

May 2000 – October 2015

*Management Consultant
Managing Director*

Several International Active Tour Operator providing products and services typical to Travel Industry

- Management and consultancy contracts for TOs, up to max three years length.
- Ensured project design and management according to requested complexity.
- Ensured financial control and management of the project.
- Provided innovative concepts for outsourcing and automation.
- Ensured contract and relationship management.
- Developed and marketed TOs products and services by marketing management.
- Opened new chartered destinations assuming all operations management.
- Ensured change management and implemented strategies for effective change.
- Recruited, interviewed and selected new talents, trained, engaged and promoted the existing staff.

AQUAFORTE ENTERPRISE

May 1998 – October 2000

Managing Partner

Data Digitization Company generating complex Document Management Solutions to capture, track, process and store all company paper and digital documents.

- Designed the project, co-founded and co-financed the company.
- Project management and organize company activity.
- Develop and improve company data management products and services: collection, classification, conversion, accurate manual and automated data entry/capture, triple keys track & check, data processing, alerts and reports, data archiving, safe storage and delivery.
- Ensure financial management and relationship management.
- Recruited and interviewed candidates for opened positions.
- Promote the Outsourcing concept for Document Management Solutions.
- Promote the Digitalization concept for Document Management Solutions.
- Provided Programming to build proprietary integrated systems to companies.
- Ensure multi-nationals: Porsche, Danone, JTI, Zepter Intl., ETC.)

MEDAIR TRAVEL & TOURISM

May 1996 – October 1998

Head of Business Development

International Active Tour Operator providing products and services typical to Travel Industry

- Reorganized and directed the agency activity.
- Implemented new strategies to achieve planned objectives.
- Reshaped agency policies and procedures to deliver high quality products and services for optimal customer satisfaction.
- Created and innovated agency products and services.
- Maintained and developed relationships with vendors.
- Ensured financial, contract, people and relationship management.
- Designed project to create the first specialized TMC in Romania, targeting blue-chip companies: Citi Bank, Procter & Gamble, Zepter Intl, British American Tobaco, JTI, Glaxo Smithklein and Beecham, Deloitte & Touche, American Chamber of Commerce, KPMG, PricewaterhouseCoopers, British Council, ETC.
- Marketed agency products and services, created first brochure of a private travel agency in Romania based on market research and analysis.
- Ensured terms and conditions for company quality management certification.
- Enrolled agency to AmCham Romania – The American Romanian Chamber of Commerce and become official sponsor of American's Embassy 4th Of July.
- Hosted Amadeus entered the Romanian market and became its first user in 1997.
- Awarded Delta Airlines Best Sales Agent for Destination USA.
- Awarded Pan Am Airlines Third Sales Agent for Destination USA.
- Together with Bucharest British Council, brilliantly organized and managed British Spring Theatre Festival 1997, with the participation of 16 theatre collectives performing alternatively over 12 cities in two weeks.
- Together with the Embassy of Japan, successfully organized and managed the Coca-Cola Europe Global Meeting, attended by 3,000 worldwide participants.
- Managed all travel and events operations from Alpha to Omega.
- Attended major travel industry events: TTR Bucharest, Pow-Wow Europe, Asia and USA, WTM London, WTM Latin America, ITB Berlin, ITB Asia, Fitur Madrid, Arabian Travel Market Dubai, Super-Splash USA, ETC.

National Office of Tourism, state owned DMC **providing products and services typical to Travel Industry**

- Attested multilingual guide-interpreter for English, Russian and French languages, up to UHE level – Crans Montana Forum, Bucharest 1994.
- Day-to-day tour management from guiding to services booking and payments.
- Promoted Tour Director leading and coordinating groups of 30 to 300 people, incoming and outgoing tourists.
- Directed and supported the team to deliver the highest standards of service.
- Appointed Resort Representative looking after several groups of holidaymakers.
- Dealing with problems, selling trips and organising activities for UK guests.
- Promoted Area Ops Manager, managing operations in 8 resorts.
- Ensuring all guests are serviced to the highest standards and deliver revenue and profit targets.
- Consolidated customer trust and relationship with vendors of direct travel
- Member of ONT team attending major travel fairs and events.

Education & Professional Training

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|---|----------------------|
| • PRINCE2 Ian Lawton <i>self-education</i> | UK |
| • Operations Manager Training Programme | UK |
| - <i>Operations Manager and Annual Leave & Day Off Cover Operations Manager</i> | |
| - <i>Over 130 e-learning certified courses</i> | |
| • Irecson MSK Global Steps | Bucharest |
| <i>Entrepreneurial Orientation & Management</i> | <i>Diploma</i> |
| • SH University of Juridical Sciences and Public Administration | Bucharest |
| <i>Domestic and International Law</i> | <i>Incomplete</i> |
| • National Institute of Travel & Tourism | Bucharest |
| <i>Travel & Tourism Management</i> | <i>Diploma</i> |
| • National Institute of Travel & Tourism | Bucharest |
| <i>Multilingual Guide-Interpreter</i> | <i>Diploma</i> |
| • Ion Creanga High School | Bucharest |
| <i>Mathematics & Physics Graduation</i> | <i>Baccalaureate</i> |
| • School No. 151 | Bucharest |
| <i>Primary & Secondary Graduation</i> | <i>Diploma</i> |

IT literate	Windows	Office	GDS	Email
	all	Word/Excel/PP	Amadeus	Outlook/Thunderbird
	proficient	proficient	basics	proficient

NATIVE		Romanian		UNDERSTANDING			SPEAKING		WRITING
Languages				Listening	Reading	Interaction	Production		
		OTHERS	English	C1	C1	C1	C1	C1	
	Russian		C2	C2	C2	C2	C2	B2	
	French		B1	B1	B1	B1	B1	B1	
	Italian		B2	B2	B2	B2	B2	B2	
Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user									