



TOMA PATRICK

From Iasi

Contact details

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About me

Knowledgeable in Business Administration and general IT with a set of people skills as well as adaptable, composed and determined to improve and help the world become a better place.

Professional experience

Experience by departments

Tourism / Hotel staff: **4 months**
Client Service / Call Center: **6 months**
Insurance: **7 months**
Other : **1 year and 8 months**

Dec 2021 - May 2022

6 months

Technical Support Agent - Corporate Generated Solutions

Remote (from home) | Client Service / Call Center | Call-Center / BPO

Punctuality and time management are key to this position and socializing in a positive, polite and fluent manner in English are essential elements for the best possible outcome.

Acquired skills and knowledge:

office 365, Avaya, customer support, csr

Jul 2021 - Oct 2021

4 months

Busser, Reception, Waiter, Bartender - SMY Hotels

Abroad | Tourism / Hotel staff | Tourism

This Summer internship offered by my university encouraged the exploration of bar tending, waitering and reception work in a foreign environment (Greece). The program went smoothly as I polished my social skills as well as overachieved by being awarded as a top Summer employee.

Acquired skills and knowledge:

Communication, english, german, Team work, spanish

Sep 2019 - Mar 2020

7 months

Financial Advisor, Sales Agent - NN Asigurari de Viata

Iasi | Insurance | Insurance

Financial advisory, field agent work such as sales and calls and others offered me a great opportunity to test out something for me.

Acquired skills and knowledge:

microsoft outlook, Sales, financial analisys, negotiations skills

Mar 2017 - Oct 2018

1 year and 8 months

Waiter, Bartending - Restaurant Viilapizza

lasi | Other | Services

During these 18 months I have worked part-time (4-6 hours / day) during school times and full-time (12+ hours / day) during Summer.

-I covered most of the positions that are required in a restaurant such as bartender / waiter helping, help in cleaning, main waiter and terrace waiter, bartender, assistant manager

-I have acquired the ability to memorize things as fast as possible, great dexterity even in stressful situations, adaptation to a more choleric-phlegmatic temperament.

-Most of the customers left very satisfied after my services and rewarded accordingly. They also left a good word to my superiors

Acquired skills and knowledge:

Communication, Teamwork, Punctuality, organizational

Education

2018 - 2021

A.I. Cuza, Facultatea Economică de Administrare a Afacerilor

Business Administration

Profilul ales m-a ajutat sa-mi perfectionez engleza pe langa capacitatea de a invata un inceput de contabilitate, economie etc.

Skills

General skills

microsoft excel, microsoft word, People skills, teamwork skills, Customer service, composure, linguistic skills, administrative skills

Foreign languages

english - Advanced, german - Intermediate, spanish - Beginner

Other info

Certifications

Google Ads Certificate

acquired on Dec 2020

Insurance intermediary: Initial Professional Training

acquired on Sep 2020

This certificate was obtained by studying the legislation and the field of sales. It is also what allowed me to study in the chosen field.

Conferences

NN Congress

period Jan 2020 - Jan 2020

The annual congress is organized by the renowned "NN Asigurari de Viata si Pensii" implied getting to know some veterans in the field who shared their experience and advice for those my age and above.

Hobbies

sports, travelling, music, Movies, Gaming

Prizes and Distinctions

Beginner of the Month in Insurance Sales

acquired on Oct 2020

Employee of the Summer (SMY Hotels)

acquired on Oct 2021