**Mariana Pircalabescu**

53/1 Crewe Road West, Edinburgh

Mobile: 07587635575; Email: mary.pircalabescu@gmail.com

# Profile

With significant experience in customer service, sales, and production operations, I am a confident and hardworking professional. I excel both as a team member and when working independently. My organizational skills and adaptability enable me to thrive in new environments and tackle challenges effectively.

# Key Skills

**Experience in providing face-to-face customer service in the hospitality industry**: Demonstrated strong customer service skills by consistently delivering excellent service to guests.

**Organising equipment for factory workers**: Successfully managed and organized equipment for factory workers, showcasing strong organizational skills.

**Achievement**: Achieved exceptional sales results by introducing glycerine-based personal care products to pharmacies for the first time in the company's history.

# Work Experience

## Production Operative/packing, Burton's Biscuits May 2017 - Apr 2020

Ability to work quickly and accurately to meet production targets. Good observation skills, Reliable.

## Waiter, Emy Bar (Italy) Apr 2006 - Apr 2017

Good experience in providing face-to-face customer service.

## Waiter, Sunrise Beach Bar (Romania) Mar 2000 - Aug 2004

Delivering beverages and food in a timely manner. Check in with guests to ensure if they are ok with everything.

## Sales Representative, Civiti Srl Feb 1998 - Jan 2000

Presenting, promoting, and selling products to existing and prospective customers. Establishing, developing, and maintaining positive business and customers relationships.

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# Education

# CodeSpace- Software Development 2024

# National Progression Award in Data Science Level 4 2022

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| **The Safer Food Group Level 2 award in food safety for Manufacturing, CPD certified** | **2017** |
| **Local Centre of Tourism (Romania) Qualification certificate (hotel receptionist)-6 month** | **2000** |

**ATP -Constanta (Romania) Qualification certificate (secretary) -3-month 1997**

**Industrial High School (Romania) -Theoretical Pathway High School Diploma 1996**

# Additional Information

**Hard Skills:**

-HTML, CSS, JavaScript, MySQL, Node.js, Cypress

**Soft Skills:**

-Attention to Detail

-Problem Solving and Critical Thinking

-Time Management and Prioritization

-Adaptability and Flexibility

-Communication and Collaboration

-Customer Service Orientation

-Continuous Learning and Improvement

-Positive Attitude and Enthusiasm

- Italian language (good speaking)

**Hobbies:**

-Travelling, Reading, Dancing, Gardening, Yoga.

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