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# HR, office manager, PR, management, logistics and merchandising, sales

## Despre mine

- Excellent interpersonal skills, ability to work well with others in both supervisory or support staff roles under pressure
- Good communication
- Innovative, quick learner, ability to adapt to new challenges
- Ability to work independently or as part of a team
- I'm self-motivated, reliable, good-mannered, mind and heart opened, flexible, adaptable, friendly and good speaker
- I am looking for an opportunity of being a member of an organization, with strong practices and policies, which will allow me to build up a right brand promise or customer service standards, which treats customers, employees and stakeholders equally, motivate my-self of being an engaged employee with a right attitude towards my position, for bringing back to the company more loyal customers.
- CEO Personal Assistant
- VIP personal assistance
- Management trainings
- Performance appraisal trainings
- Oracle/POS trainings
- Human Resource and PR
- Logistics and Merchandising
- Supervising and Leading
- Aviation, In Flight service and Security
- Standard Operating Procedures In Flight
- Fashion terminology trainings
- History of fashion
- Fashion designers and Houses
- Textile and leather knowledge
- Luxury Goods knowledge
- Art of selling trainings
- Gemological Institute of America, Diamond Grading
- System, Jewellery accredited professional

👤 36 ani  
 ♀ Feminin  
 📍 Chişinău  
 💰 17 000 MDL

## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent

## Permis de conducere

Categoria: A  
 Cu automobil personal

## **Experiența profesională**

### **Cabin Supervisor, Business Class Cabin Crew · Emirates Airlines · UAE, Dubai**

*Mai 2013 - Prezent · 11 ani 9 luni*

- responsible for proving the highest level of service to customers in First and Business Class cabin
- ensure standards of safety, emergency and security practices are provided in line with corporate and civil aviation rules and regulations
- Briefing and documentation check out of the operating crew
- thoroughly prepare for each flight, updating with the latest onboard update and communications to ensure safety and service delivery are consistent and delivered to my operating team
- Special Flight instructions or procedures update
- supervising the team and the cabin
- Direct interaction with Flight Dispatchers, Flight Catering and On Ground Team, On Ground Medical team
- in flight and post flight reports, Voyage Reports, Medical Reports, Incident Reports, Customers Complaints and Crew In Flight Performance
- personally introduce self to each Business Class customer, onboard service and products
- pay special attention to High Value customers and those with special needs
- provide information and of known delays, diversions or disruptions
- act as a brand ambassador by displaying immaculate image and uniform standards
- contribute as an active and supportive team member
- take direction from the Purser, support decisions and act in accordance with the chain of command
- actively promote Duty Free, ensure sales comply with company policies and regulations

### **Merchandising and Logistics · Mouawad Group L.L.C., UAE, Dubai · UAE., Dubai**

*Aprilie 2012 - Mai 2013 · 1 an 1 lună*

- Gemological Institute of America accredited courses, precious stones and metals knowledge
- placing manufacturing orders, shipments, delivery, stock keeping and supply
- launching of new collections
- Watches, types of movements and types of display knowledge
- VIP customers assistance
- Sotheby's and Christie's Auctions, New York
- Logistics, watches, movements, straps manufacturing, Swiss Factory

- daily opening and store closing procedures
- daily briefing, responsible for following the company's policies and procedures within the team
- visual merchandising and display, being trained by brand's international visual merchandiser

**Lead Hostess** · Jawad Group L.L.C., Jamies Italian · UAE, Dubai

*Ianuarie 2011 - Aprilie 2012 · 1 an 4 luni*

- Meeting, Greeting, assistance
- react responsively to and exceeds customer requirements in a friendly and approachable style
- Bookings and Reception
- responsible for keeping the bar stocked with supplies
- daily briefing, responsible for following the company's procedures and policies within the team
- reporting to floor manager daily
- cashiering duties

**Senior Sales Consultant** · Calvin Klein, Cleveland Mall, Ohio, USA · Cleveland

*Aprilie 2009 - Noiembrie 2011 · 2 ani 8 luni*

- sales associate, frequenting special trainings for customer service improvement
- monthly/yearly targets
- visual displays
- daily stock counts
- store opening/closing procedure
- seasonal presentation, trainings for the new collections
- trends, collections knowledge
- textiles, leather knowledge

**Studii: Superioare**

**Academy of Economic Studies of Moldova**

*Absolvit în: 2010*

Facultatea: World Economy, International Economical Relations and International Trades

Specialitatea: Economist

**University of Moldova**

*Absolvit în: 2007*

Facultatea: Philology

Specialitatea: Bacalaureate, Philologist

## **Cursuri, training-uri**

### **Standard Operating Procedures and Emergency**

*Absolvit în 2020*

Organizator: Emirates Airlines

### **Gemological Institute of America accredited courses, precious stones and metals**

*Absolvit în 2013*

Organizator: Mouawad Group L.L.C

### **Fashion Houses, Terminology, Art of Selling Technic, Luxury Goods and Brands, Trends, POS and Appraisal**

Organizator: Calvin Klein, USA