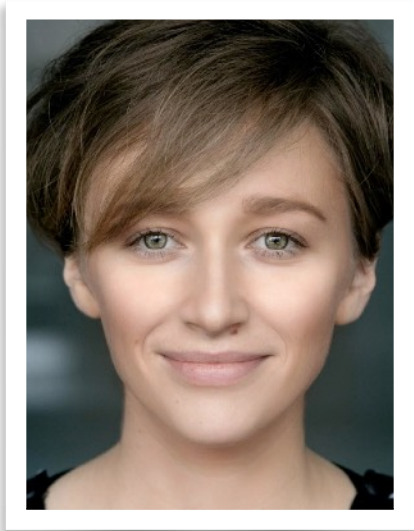


# DENISA C. SANDRU



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NATIONALITY: ROMANIAN

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Highly organized , dedicated and diplomatic customer service professional, graduated in Management, Economics, expert in exceeding service goals and expectations by maintaining high standards. Resourceful, effective communicator, reliable with strong adaptable skills, able to fulfill all the tasks and obligations to the best of my ability. Passionate about foreign languages and international travel.

## • **WORK EXPERIENCE**

### **1. CO-ORGANIZER ASSOCIAZIONE CULTURALE “CANTINA SPERIMENTALE IBLEA” ; NOTO, SR, ITALY ; AUGUST 2021- OCTOBER 2021**

- Responsible for the day to day management and administration of the service within agreed parameters.
- Creating, curating and managing all activities of the day and to prepare the centre for each activity as necessary.

- Contribute to the overall organization of “Codex Festival” - a multidisciplinary festival held in Noto.
- Collaborating with other teams to ensure consistency.

**2. CABIN CREW MEMBER, (A320/A321/A330-300/200)  
( B737 - 700/800)**

**AER LINGUS; DUBLIN, IRELAND; APRIL 2019 - ONGOING  
PRIMERA AIR SCANDINAVIA; SWEDEN, APRIL 2017 - MARCH  
2018**

- Welcoming guests on board to delivering 4 star service and ensuring safety on board
- Performing duties in a multicultural environment and facing up new challenges every day
- International travel
- Accepting criticism and deal effectively with high-stress situations
- Performing my duties in a professional manner and showing that I can be trusted
- Knowledge and experience to assist guests and crew members in performing safety procedures

**3. SENIOR CABIN CREW MEMBER, (B737-700/800) PRIMERA  
AIR SCANDINAVIA; SWEDEN, MARCH 2018 - OCTOBER 2018**

- Extensive world wide experience, in-flight customer service including: catering meals to detailed award winning business class service for the elite customer
- Having great enthusiasm in taking responsibility and finding quick solutions to the problems that arise
- Showing the ability to take charge, and offer opinions and directions to crew and passengers when required
- Organising all the available sources in order to reach the targets
- Time management on flights; prioritising and working efficiently given limited amount of time

**4. BOOKKEEPER, THE EVERGLADES CLUB, PALM BEACH, FL, U.S.A ; OCTOBER 2015 - JUNE 2016**

- Ensuring that the highest level (3-star Michelin) of service is provided to members of the club based on a set of hospitality procedures
- Handling the club appearance and cleanliness
- Getting feedback from the members and inform the line manager of the latest suggestions
- Developing, organising, planning a range of large scale events
- Offering guidance
- Complying with all club and members policies and procedures, statutory regulations relating the work place
- Post event tasks, managing evaluation form analysis
- Working closely with exhibition organisers, stand designers and contractors

**5. EXCHANGE STUDENT (WORK AND TRAVEL PROGRAM) FRONT DESK, THE PINES RESORT, COPPER HARBOR, MI, U.S.A ; JUNE 2014 - SEPTEMBER 2014**

- Effectively communicating with the kitchen staff regarding customer requires
- Managing closing duties
- Effectively using items in stock to decrease waste and profit loss
- Demonstrating awareness of liability issues and the law
- Inquiring about guest satisfaction, anticipating additional needs and happily fluffing requests
- Working closely with management to improve front-of-house morale

**6. EXCHANGE STUDENT (WORK AND TRAVEL PROGRAM) FRONT DESK CASHIER, MCDONALD'S, FORT STOCKTON , TX, U.S.A ; JUNE 2013 - SEPTEMBER 2013**

- Greeting customers in a timely and friendly manner
- Correctly calculating charges, issuing bills and collecting payments

- Appropriately suggesting additional items to customers
- Consistently adhering to quality expectations and standards
- Giving exceptional, friendly and fast customer service
- Making customers feel welcome and satisfied to ensure their return
- Keeping the restaurant clean and stocking up on all the supplies

- **EDUCATION**

**GERMAN LANGUAGE COURSE** ; November 2020 - Ongoing, Private Online Classes

**SWEDISH LANGUAGE COURSE** ; January 2020 - Ongoing, Faculty of Arts and Sciences, Linköping University, Sweden

**BACHELOR'S DEGREE IN MANAGEMENT, ECONOMICS**

October 2012 - July 2015; Faculty of Economics and B. A. Babes-Bolyai University, Romania

- **SKILLS AND COMPETENCIES**

- **Foreign languages:** English - Fluent; Romanian - Native; Italian - Fluent; German - Intermediate; Swedish - Intermediate
- **Computer skills** - MS Office, E-mail Management, Social Media
- **Aircraft Qualification Type:** A320/A321/A330-300/ A330-200 B737-700/800
- **Driving License:** B
- **Proficiency in communication:** active listening, constructive criticism, interpersonal communication, verbal/nonverbal communication, written communication
- **Leadership skills:** flexibility, risk-taking, team building, time management
- **Management skills:** decision-making, task delegation, team communication, collaboration
- **Transferable skills:** ambition, creativity, empathy, teamwork

## **REFERENCES**

**1. AerLingus HR : [askhr@aerlingus.com](mailto:askhr@aerlingus.com); 2. Stine Cecilia Hansen, Primera Air Scandinavia : [stinececiliehansen@outlook.com](mailto:stinececiliehansen@outlook.com) 3. Elayne Cuento HR The Everglades Club: [ecueto@theevergladesclub.org](mailto:ecueto@theevergladesclub.org)**