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## General Manager

### Despre mine

Keys of success:

- . Continuous Improvement
  - . Leadership
  - . Teamwork
  - . Communication
  - . Very professional/Ambitious and dependable
  - . Very devoted to the guests needs
- WS Word, WS Excel, Power Point  
Fidelio  
Micros, Breeze, Materials Control

### Experiența profesională

**General Manager** · SC Complex Hotelier Unirea S.A.  
· Iasi Romania

*Iunie 2020 - Prezent · 4 ani 8 luni*

Professional goals achieved: Developed new strategic plan with completely new vision during the pandemic outbreak, taking the crisis as a rare opportunity to improve and to adapt the operation in order to maintain the sustainability of the

Organisation

Responsibilities:

1. Planning and organizing accommodation, catering and other high standards hotel services;
2. Promoting and marketing the business;
3. Managing budgets and financial plans as well as controlling expenditure;
4. Maintaining statistical and financial records;
5. Setting and achieving sales and profit targets;
6. Analyzing sales figures and devising marketing and revenue management strategies;
7. Recruiting, training and monitoring staff;
8. Planning work schedules for individuals and teams;
9. Meeting and greeting customers;
10. Dealing with customer complaints and comments;
11. Addressing problems and troubleshooting;

- 👤 50 ani
- ♂ Masculin
- 📍 Chișinău
- 💰 **70 000 MDL**

### Preferințe

- Full-time

### Limbi

- **Română** · Fluent
- **Rusă** · Nu cunosc
- **Engleză** · Fluent

### Permis de conducere

Categoria: B

Cu automobil personal

12. Ensuring events and conferences run smoothly;
13. Supervising maintenance, supplies, renovations and furnishings;
14. Dealing with contractors and suppliers;
15. Ensuring security is effective;
16. Carrying out inspections of property and services;
17. Ensuring compliance with licensing laws, health and safety and other statutory regulations

### **General Manager** · SC Venus Holiday S.A.

*Iunie 2018 - Mai 2020 · 1 an 11 luni*

Professional goals achieved: Developed long term strategic plan and implemented a new corporate culture.

Daily responsibilities:

1. Planning and organizing accommodation, catering and other high standards hotel services;
2. Promoting and marketing the business;
3. Managing budgets and financial plans as well as controlling expenditure;
4. Maintaining statistical and financial records;
5. Setting and achieving sales and profit targets;
6. Analyzing sales figures and devising marketing and revenue management strategies;
7. Recruiting, training and monitoring staff;
8. Planning work schedules for individuals and teams;
9. Meeting and greeting customers;
10. Dealing with customer complaints and comments;
11. Addressing problems and troubleshooting;
12. Ensuring events and conferences run smoothly;
13. Supervising maintenance, supplies, renovations and furnishings;
14. Dealing with contractors and suppliers;
15. Ensuring security is effective;
16. Carrying out inspections of property and services;
17. Ensuring compliance with licensing laws, health and safety and other statutory regulations

### **General Manager** · SC Karpaten Hotels SRL

*Ianuarie 2011 - Mai 2018 · 7 ani 4 luni*

January 2011 – June 2018: General Manager Karpaten Hotels (part of Karpaten Turism Group)

Hotel Piemonte 4\* & Pensiunea Bazna 4\* - 130 rooms

Professional goals achieved: Reorganized of each branch and high quality along with developing a new corporate culture, moving from task assigned to empowerment

and individual responsibility.

Daily responsibilities:

1. Planning and organizing accommodation, catering and other high standards hotel services;
2. Promoting and marketing the business;
3. Managing budgets and financial plans as well as controlling expenditure;
4. Maintaining statistical and financial records;
5. Setting and achieving sales and profit targets;
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15. Ensuring security is effective;
16. Carrying out inspections of property and services;
17. Ensuring compliance with licensing laws, health and safety and other statutory regulations

## **Studii: Superioare**

### **CEDES**

*Absolvit în: 2011*

Facultatea: Turism

Specialitatea: Manager in Turism Activity

### **Carnival College of Management**

*Absolvit în: 2005*

Facultatea: Turism

Specialitatea: Turism