



MAYA AANEI

Project Management - CASETOGRAF

From Cluj-Napoca

Contact details

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About me

I am a hard-working individual, eager to learn new skills and conquer new challenges. I am looking for a job where I can grow both personally and professionally.

Professional experience

Experience by departments

Alimentation: **1 year**
Administrative / Logistics: **1 year and 2 months**
Finance / Accounting: **2 years and 7 months**

Jan 2022 - present 11 months

Project Management - CASETOGRAF

Cluj-Napoca | Administrative / Logistics | Media / Internet

Acquired skills and knowledge:

Microsoft Project, Project management, Instagram, Project Planning, social-media, Team Management, People management, scriere proiecte, Budgeting Forecasting, bugetare planificare

Oct 2021 - Dec 2022 1 year and 2 months

Collection Center Administrator - Centru de Colectare Amy

Piatra Neamt | Administrative / Logistics | Manufacturing

- Organizing and planning the activities of the room, the purpose of which is to reduce costs and improve the quality of customer service. That is, control over the effective use of material, technical and labor resources in the activity process, works to reduce costs. Timely accounting and reporting to management.
- We work with the staff, we monitor compliance with the work schedule, the planning of working hours in relation to the hours worked by both employees and day laborers.
- Cleanliness control, labor protection rules and regulations, safety in customer service.
- Processing, packaging of goods.
- Preparing exports.
- Banking .
- etc

Oct 2021 - Oct 2022 1 year and 1 month

Tourist Pension Administrator - Pensiunea Vitoria

Piatra Neamt | Administrative / Logistics | Tourism

- coordinating the entire activity of the boarding house;
- the permanent optimization of the hotel services offered, so that the assumed quality standards are respected;
- monitoring expenses and respecting the allocated budget;
- supervision of the supply activity with food and non-food products;
- coordinating the organization of special and festive events;
- following up on the effective resolution of customer requests.
- scheduling payments towards our vendors.
- making weekly /monthly schedule for our staff

Acquired skills and knowledge:

Contabilitate primara

Aug 2019 - Feb 2022

2 years and 7 months

Customer Service Representative - Creditors Relief

Cluj-Napoca | Finance / Accounting | Financial / Banking

The main goal of the company is to help our clients with their debts when, due to different hardship reasons, they are not able to sustain their loan payments anymore. This is done by agreeing on mutual beneficial terms for both the client and the creditor, and coming up with a payment plan that allows the client to keep his business as well as the creditor to get paid.

As a customer service representative, I handle a few hundred clients, after both the client and the lenders agreed to a deal, making sure the client's needs are met, such as moving/skipping or modifying a payment, and their business stays afloat.

On a daily basis, I work via calls/emails and texts, using three different platforms efficiently.

I encountered a multitude of different situations when the client cannot afford to pay for a period of time, their bank accounts are frozen, they have liens placed etc. and in these situations, I worked closely with both the client and the creditor to figure out a solution and keep the agreement we got in place.

Because of the fact that we work with debts, therefore money, I often have to comfort stressed clients and explain different repercussions of defaulting on a loan, re-read the contracts with them and reassure them when needed.

I also work closely with different departments, such as the banking department and the quality department, as well as my colleagues that handled the accounts before me.

Acquired skills and knowledge:

PDF, Word, customer support, Excel, Gmail, customer satisfaction

Jun 2018 - Sep 2018

4 months

Server - Ceres Cafe

Abroad | Alimentation | Food and Drinks

As a server in Chicago, I took orders from our customers, handled different paying methods, described the menu and answered any questions the client's had about it and suggested products. I also worked as a hostess when time allowed me to, getting client's to come to our pub and getting them to the table.

Oct 2017 - Feb 2018

5 months

Barista - Starbucks

Cluj-Napoca | Alimentation | Food and Drinks

On top of my responsibilities as a barista, I improved my sales abilities, alongside with my attention to details and ability to work in a team, as well as handling my responsibilities alone.

Acquired skills and knowledge:

customer-focused, team orientation, customer relationships, sales oriented

Jun 2017 - Sep 2017

4 months

Barista - Starbucks

Abroad | Alimentation | Food and Drinks

As a barista in Atlantic City, I served and prepared hot and cold beverages, such as tea, coffee, artisan and speciality beverages, as well as food, such as muffins, sandwiches or cookies. Part of my main responsibilities were to also describe the menu and suggest products to customers, make sure the coffee shop was clean and welcoming as well as inventory and ordering supplies.

During my stay in New Jersey, I helped my manager in other locations as well when needed.

Acquired skills and knowledge:

comunicare relationare, barista, latte art, serving drinks, preparing drinks

Education

2019 - 2021

Universitatea Babes Boyai- Facultatea de stiinta si ingineria mediului,

Master Gestiunea si Protectia Mediului

2016 - 2019

Universitatea Babes-Boyai ,

Stiinta mediului

Facultatea de Stiinta si Ingineria Mediului, Cluj-Napoca

Skills

General skills

positive energy, Team work, individual work

Foreign languages

english - Advanced

Other info

Hobbies

traveling, photography, painting, interior design, fashion design

Projects

Outlet boutique

period May 2021 - Sep 2021

During the summer, I attended a few fairs in order to sell a lot of outlet summer clothes. I also sold them online, did my own marketing and handled all orders, payments and all customer service.

Driving license

Category : B / attained: 15 Sep 2015



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Din Cluj-Napoca

Date contact

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Experiență profesională

Experiență pe departamente

Alimentație / HoReCa: **4 luni**
Administrativ / Logistică: **3 ani și 6 luni**

Oct 2021 - Dec 2022

1 an și 2 luni

Administrator Pensiune Turistica - Pensiune Vitoria

Piatra Neamt | Administrativ / Logistică | Turism / HoReCa

- coordonarea intregii activitati a pensiunii;
- optimizarea permanenta a serviciilor hoteliere oferite, astfel incat sa fie respectate standardele calitative asumate;
- monitorizarea cheltuielilor si respectarea bugetului alocat;
- supravegherea activitatii de aprovizionare cu produse alimentare si nealimentare;
- coordonarea organizarii evenimentelor speciale si festive;
- urmarirea solutionarii eficiente a solicitarilor clientilor.

Abilități și competențe dobândite:

Contabilitate primara, administrare baze date, administrarea afacerii, comunicare relationare, organizatorice, - Seriozitate, Comunicare negociere, administrarea aprovizionarea stocurilor

Oct 2021 - Dec 2022

1 an și 2 luni

Administrator Centru de Colectare - Centru de colectare Amy

Piatra Neamt | Administrativ / Logistică | Producție

- Organizarea și planificarea activităților sălii, al căror scop este reducerea costurilor și îmbunătățirea calității serviciului pentru clienți. Adică, controlul asupra utilizării eficiente a resurselor materiale, tehnice și de muncă în procesul de activitate, lucrează la reducerea costurilor. Contabilitate și raportare în timp util către conducere.
- Lucram cu personalul ,monitorizam respectarea programului de lucru , planificarea orelor de munca in raport cu orele lucrate atât angajați cat si zilieri .
- Controlul curățeniei, reguli și reglementări de protecție a muncii, siguranță în serviciul clienți.
- Prelucrarea , ambalarea mărfii.
- Pregătirea exporturilor .
- etc

Abilități și competențe dobândite:

Contabilitate primara, microsoft outlook, operare facturi, saga, organizatorice, Comunicare negociere

Aug 2019 - Ian 2022

2 ani și 6 luni

ADMINIATRATOR CONT - PREMIER PRO MANAGMENT, CLUJ NAPOCA

Cluj-Napoca | Administrativ / Logistică | Call-center / BPO

- Intretinerea calculatoare
- abilitati Microsoft (excel) , Google drive / sheets
- experiența back-office ,customer service representative

Abilități și competențe dobândite:

customer support, Sales skills, cleanliness

Iun 2019 - Sep 2019

4 luni

ajutor contabilitate - Sc aanei Iio SRL

Remote (de acasă) | Administrativ / Logistică | Administrație / Sector Public

Abilități și competențe dobândite:

saga, microsoft, grad chef

Iun 2018 - Sep 2018

4 luni

server - Cerea Caffè

Statele Unite ale Americii | Alimentație / HoReCa | Alimentară

Educație

2019 - 2021

Masterat - Universitatea Babeș-Bolyai - Facultatea de Știința și Ingineria Mediului,

Master Gestiunea și Protecția Mediului | Cluj-Napoca

2016 - 2019

Facultate - Universitatea Babeș-Bolyai ,

Știința mediului | Cluj-Napoca

Facultatea de Știința și Ingineria Mediului, Cluj-Napoca

Abilități

Abilități generale

grand chef, Google Docs, Microsoft Office, microsoft word

Limbi străine

engleză - Mediu

Alte informații

Certificări

design interior -ILBAH

dobândit în Ian 2021

Permis de conducere

Categoria: B / dobândit în: 15 sep 2015