

Cosma Monalisa Elena



0044 742 590 2077

Objective

To work with an organization which provides me professional growth in areas of customer support & quality analyst.

Education

Highschool „Mircea Eliade” – Social Sciences Human Profile, Bucharest 2003

University of Wales Trinity Saint David – Business Management, January 2021

Professional Skills

Languages: Italian – Very Good (read, written and spoken);
English – Very Good (read, written and spoken);
Romanian – Native (read, written and spoken);
French – Beginner (read, written and spoken);

Computer related:

E-mail/Internet/
OS windows Xp/Vista/7/8/10/Android
Microsoft Office

Personal Skills

Good communication and coordination skills. Good time management and comfortable working in a fast-paced environment.

Able to learn new tasks quickly and have willingness to take new perspectives to day-to-day work. Ability to interact with partners and suppliers and delivering tasks in an excellent way.

Professional Experience

Quality Analyst – Fluidmaster GB Ltd. September 2020 -Present.

Responsible for ensuring that the end product meets the minimum quality standards, is fully functional and user-friendly.

Identify and remedy defects within the production process.

Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved.

Auditor – Polytec Car Styling Bromyard Ltd Bromyard Herefordshire, March 2017 – September 2020

Responsible for the complete process adherence and handling of bumpers production according to company`s standards. Responsible to act as an escalation point to expedite incident resolution. Liaison with team managers of all Production Department.

Professional Experience

Uvet Romania – Technical Support Engineer

Bucharest, Dec 2015 – Nov 2016

Delivering professional support for customers regarding on-line reservation hotels/plane tickets. Communicate with partners on administrative issues via email, telephone, LiveMeeting and front-end them. Effectively collaborate with peers in the immediate team and in EMEA wide teams to bring efficient and precise solutions to customers. - French, English, Italian.

Professional Experience

Bella'Mbriana Hotel Charme & Relax in Follonica – Receptionist Napoli - Italy, May 2014 – Dec 2015

Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories; giving instructions. Maintains security by following procedures; monitoring logbook; issuing visitor badges.

Professional Experience

Brusanti Srl Call center – Technical Support

Bucharest, Aug 2011 – May 2014

Professionally handle incoming requests from customers and ensure that issues are handled promptly and thoroughly. Handle inbound and outbound customer service calls from an established customer base while answering questions and provide consultation on pricing Handle and resolve customer complaints and requests via telephone and email. Provide training to new employees. Sign new contracts.

Professional Experience

Le Cascine Ristorante – Waiter Orbassano Torino/Italy Mar 2010 –Aug 2011

Oct 2008 – Aug 2009 &

Provide excellent wait service to ensure satisfaction. Taking customer orders and deliver food and beverages. Make menu recommendations, answer questions and share additional information with restaurant patrons.

Interests

Reading, cooking, music, travelling.

Member of Unite the Union since 2015

Other personal information

Date of Birth: March 03, 1984 – 37 years

Place of Birth: Bacau, ROMANIA

Nationality: Romanian

Marital Status: Single

Religion: Orthodox Christian

Residence: Hereford, Herefordshire - United Kingdom