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| Antonina SeghediiBriceni City, Corjeuti village, MD 2024 Home: 024757726; Cell: +373 68541790; email: seghedii\_antonina@yahoo.com | FTL_0144_2.jpg |

**Professional Summary**

* Organised Front Desk Agent with strong interpersonal and computer skills. Background in customer service and support and accustomed to managing difficult client situations;
* Dynamic Hotel Desk Clerk highly successful at juggling multiple priorities while delivering superb service with a smile. Computer-savvy and organised with strong attention to detail;
* Flexible to changes;
* Quick accommodation in team.

**Skills**

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| * Front desk experience;
* Quality assurance;
* Computer knowledge;
* Team building
* Concierge background;
* Five-star hotel experience;
 | * Service-orientated;
* Skilled negotiator;
* Food and beverage services;
* Internet Explorer, Opera, Microsoft Office, Excel knowledge;
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**Work History**

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| 01/2017 - Current | Receptionist Radisson BLU Leogrand Hotel **Chisinau*** Welcome and greets guests with great courtesy;
* Address guests concerns and special requests in a professional and personable manner;
* Ensure that guests are settled comfortably in their rooms, makes necessary adjustments if needed;
* Get transport for customers and reservations in local restaurants;
* Receiving all incoming calls and ensuring their distribution to the relevant employee;
* Communicate with housekeeping and maintenance staff to ensure that great quality service is provided to guests;
* Deal with complaints and problems;.
* Delivered messages, mail and packages left for guests and hotel facilities in a timely manner.
* Reviewed account information and charges with guests during check-out.
* Researched and updated all required materials needed for firm and partners.
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| 01/2015 - 08/2017 | Secretary State University of Physical Education and Sport – Chisinau, Moldova |

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| 12/2014 - 05/2015 | Physical education teacher and Physiotherapist High school of children with poor vision – Chisinau, Moldova |

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| 06/2014 - 09/201405/2013 - 09/2013 | Salad maker Harrison's Harbor Watch” Restaurant – Ocean City, Maryland, USA |

**Education**

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| June 2017 | Master Degree “Dunarea de Jos” Galati University - Physiotherapy at home; |

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| May 2016 | Master Degree “Technologies and Management in Tourism”University of Physical Education and Sport - Chisinau, Moldova |

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| May 2014 | License Degree: Faculty of Physical Therapy State University of Physical Education and Sport - Chisinua, Moldova |

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| May 2010 | Corjeuti Lyceum |

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| May 2007 | Corjeuti Elementary School |

**Personal Information**

Nationality: Moldavian

Marital Status: Single

Date and Place of birth: March, 24th 1992, Moldova, Corjeuti village, Briceni City

**Interests**

Reading, travel, sport

**Languages**

Romanian, Russian and English.