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| Antonina Seghedii  Briceni 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; |

**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 - 09/2014  05/2013 - 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.