

DANUT-CRISTIAN DRAGOMIR

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Recently I have completed the HGV Skills Bootcamp. Novice to Cat C+E is a total of 120 hours. A third of this is focused on practical training and CPC. Learners complete 80 hours of theory training (workshops) which include elements such as drivers' hours, loading and unloading, Digital Tachographs, etc. This is significantly higher than standard commercial HGV training where it would be roughly 32 hours of training. Dynamic and flexible professional with ongoing bachelor's degree in business management complemented by in-depth understanding of business development, financial planning, and operations management. Expert in delivering exceptional customer service to gain maximum client satisfaction. Equipped with exceptional interpersonal, communication, and problem-solving skills.

Work Experience

Bus Driver

Go-Ahead London-Barking

December 2023 to May 2024

Assistant Inventory

Townhouse Group Limited-London

April 2023 to October 2023

- Manage the inventory stock.
- Logging received and sending items.
- Prepare and apply shipping labels to items that are being shipped out of the company to fulfill orders.
- research prices with various suppliers to make sure that stock is being purchased at the best possible price from vendors.

Removal Van Driver

Legend Removals-Ashford

February 2021 to April 2023

- Updated customers of service delays for optimised clarity on delivery times.
- Carried out regular vehicle maintenance to maintain smooth delivery logistics.
- Transported goods, liquids, or materials in line with delivery requirements.
- Reacted calmly and appropriately in emergency situations.
- Stored goods strategically for accessibility purposes.
- Tolerated high levels of stress when driving long distances and new routes.
- Planned and navigated routes using excellent road network knowledge.
- Loaded and unloaded goods following safety standards.

FRONT DESK MANAGER

Amnos Resort-Kos, Greece

January 2018 to October 2020

- Trained new staff on correct procedures, compliance requirements and performance strategies.
- Checked guests in and out of hotel, made reservations and processed payments.
- Providing additional value and support to customers, which resulted in increase

in customer satisfaction.

- Liaising with other departments.
- Prepared weekly employee work schedules for team members.

FRONT DESK RECEPTIONIST

Grecotel kos imperial Thalasso-Kos, Greece

June 2016 to September 2017

- Expertly handled complaints and recorded customer feedback to enhance guest experience.
- Greeted visitors upon arrival, verifying identity and booking details and issuing visitor passes.
- Processed and prepared documents, including memos, correspondence and travel vouchers.
- Managed office inventory to ensure timely ordering and replenishment of low-level stock.
- Maintain office security by following safety procedures and controlling access via reception desk (monitor logbook, issue visitor badges)
- Balancing different responsibilities to achieve completion of projects under strict timelines

NIGHT AUDITOR

Grecotel Kos Imperial Thalasso-Kos, Greece

May 2015 to May 2016

- Balancing accounts from day shift.
- Ensuring that all end-of-day activities have been successfully executed by employees in all departments.
- Answering calls and queries related to potential booking.
- Ensured highest standards of hotel security by conducting night patrols and security checks, promptly reporting irregularities.
- Managed all aspects of front desk operations during overnight hours, including check-ins and check-outs, guest enquiries.
- Documented accounts and logs throughout shift to keep up with all requirements.
- Responded to telephone, email and in-person enquiries regarding reservations, hotel information and guest concerns.
- Ran daily, weekly and monthly reports to close day and meet objectives.
- Logged wake-up call requests and set up automatic rings in system.

Receptionist Trainee

Blue Lagoon Resort-Kos, Greece

May 2014 to October 2014

- Greeted incoming customers in professional manner and provided friendly, knowledgeable assistance.
- Kept reception area clean and neat to give visitors positive impression of company.
- Answered 50+ telephone calls per day, compiling detailed notes and promptly forwarding as required.
- Oversaw office supply orders and replenished stock for staff use.

Education

Bachelor of Business Administration in BUSINESS MANAGEMENT

Bucks New University - London

September 2021 to Present

Certificate of higher education in TOURISM MANAGEMENT & HOSPITALITY

Anko Academy - Kos

October 2014 to June 2016

Skills

- Leadership
- Productive
- Multitasking
- Time Management
- Customer Service
- Teamwork
- Problem-solving skills
- Hotel Software
- Responsible
- Communication Skills
- Cash handling
- Microsoft Word
- Microsoft Excel
- Hospitality (6 years)
- Warehouse Experience
- Picking and Packing
- Attention to detail
- Vehicle safety
- Multi-drop driving
- Articulated lorry

Languages

- Greek - Intermediate
- Romanian - Intermediate

Certifications and Licenses

Scaling Excellence: How You Can Help Make it Happen

May 2024 to Present