

Adriana Balabaneanu

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Profile

Experienced and self-motivated Manager bringing forth valuable industry experience and a passion for management. Results-oriented with a proven track record of working in collaboration with team members to achieve goals.

Experienced in Customer Service, Project Development, and Quality, adept at effectively managing all operations.

Employment

Data Quality Analyst

Jul 2020 - Present

Sykes, Brasov

- Managed timely flow of business intelligence information to users.
- Monitoring and mentoring Customer Service Agents to ensure that the vision and business objectives are met and will coordinate, direct and ensure quality assurance programs are met.
- Provides direction on achieving specific objectives, including contributing to customer experience that promotes customer loyalty, brand recognition, and revenue generation.
- Coaches develop and motivate team members (30 agents monthly) to exceed all program goals, including quality and production.

Senior Customer Service Representative

Nov 2019 - Jul 2020

Computer Generated Solutions, Brasov

- Communicated best practices to team members, continuously helping to optimize standard operating procedures for responses to different concerns.
- Restored satisfaction and loyalty in customers with serious concerns by using expert communication skills and smoothly resolving various problems.
- Guided customers through advanced concerns and reduced future call burden with first-call resolutions.
- Resolved service issues by interfacing effectively with customers and providers to identify and address root causes.

Skills

Quality Assurance

Organization and Leadership

Screening and Recruitment
Facilitator

Interpersonal
Communication

Analytical Thinking

Customer Centric
Relationship Management

Languages

English

Italian

French

Marketing Manager

Jan 2017 – Jan 2019

FOG Printing Services, Kingdom Of Bahrain, Manama

- Develop strategies and tactics to get the word out about the company and drive qualified traffic to our front door.
- Deploy successful marketing campaigns and own their implementation from ideation to execution.
- Experiment with a variety of organic and paid acquisition channels like content creation, content curation, pay-per-click campaigns, event management, publicity, social media, lead generation campaigns, copywriting, and performance analysis.
- Build strategic relationships and partner with key industry players, agencies, and vendors.
- Oversee and approve marketing material, from website banners to hard copy brochures and case studies.

Director of Operations

Mar 2016 – Dec 2016

Wadi Al Sail Mall | Al Riffah, Southern Governorate, Kingdom Of Bahrain, Manama

- Managed and supervised Mall staff and departments.
- Directed and supervised over 150-member administrative staff.
- Establishing the necessary organizational processes according to new contract conditions, work programs, and objectives.
- Liaising with the Finance Department and coordinating operational procedures.
- Handling assigned projects, including Property Management, Coordination, Tenders, Suppliers, Subcontractors, and/or other involved/required 3rd party service providers.
- Creating Department procedures and Standard Operating Procedures.
- Assisting in Sales and Leasing.
- Design and Fitting Coordination Managing and supervising the company's staff and departments.

Residence Manager

Dec 2014 – Mar 2016

The Ritz-Carlton Hotel Company, L.L.C. Kingdom of Bahrain, Manama

- Delivered exceptional customer service to bolster strong relationships and build positive experiences.
- Kept operations within budget, carefully monitoring and tracking team hours and supply use.
- Checked residential areas to verify housekeeping and address sanitation concerns.
- Engaged residents and improved community relations with special events, and social functions.

Facility Manager

Oct 2013 – Jan 2014

Nardin Properties , Kingdom of Bahrain, Manama

- Enhanced facility services, safety, and quality while preventing cost overruns by developing and enforcing vendor contract specifications.
- Developed, maintained, and monitored operating budgets and made adjustments to improve cost efficiency.
- Developed strategic plans and departmental goals to maximize workflow.
- Tracked work requests and controlled operating costs, contract expenditures, and future upgrades.
- Directed facilities operations, encompassing safety, security, capital improvements, and maintenance.

**Guest Service Manager & Acting Hotel
Manager**

Jul 2013 – Oct 2013

I Areen Palace and Spa Resorts and Spa, Kingdom of Bahrain,
Manama

- Responsible for Front Office (team of 6), PBX Room (team of 2), Guest Relation (team of 2), and Concierge (team of 11).
- Supervising the Spa Department and the Spa refurbishment process.
- Supervising the Housekeeping Department (team of 30) and liaising with the Housekeeping Manager on a daily basis.
- Coordinating with the Director of Engineering for villas refurbishment and Hotel premises.
- Collaborating with 3rd Party Service Providers for replacing/rebranding the following: linens, towels, bathrobes, slippers, room setup items, audio, and video systems, and television sets.
- Organizing scheduled deep cleanings for all villas, Pest Control procedures.
- Coordinated and organized events.

**Guest Relations Manager/ Quality
Assurance**

Aug 2011 – Jun 2013

Sofitel Zallaq Thalassa Sea & Spa, Zallaq
Quality Assurance

- Reporting to Hotel Manager.
- Acting as a catalyst for change and improvement in the performance and quality of the hotel.
- Writing management technical reports and customer charters (monitoring performance).
- Recording, analyzing, and distributing statistical information to higher management.
- Setting customer service standards.
- Investigating and setting standards for quality, health, and safety.
- Ensuring that manufacturing processes comply with standards at both national and international levels.
- Monitoring performance and supervising technical or laboratory staff.

Guest Relations Manager

- Maintained consistently high level of standards throughout the resort.
- Oversaw front desk, housekeeping, and maintenance operations for the 256-room property.
- Trained, scheduled, and performance-managed lobby staff (10-15 according to schedule).
- Oversaw administrative functions to keep accounts current, and documentation complete.
- Managed guest satisfaction by facilitating resolutions in collaboration with staff and other managers.

Assistant Guest Relations Manager

Oct 2010 – Aug 2011

The Gulf Hotel , Kingdom Of Bahrain, Manama

- Oversaw front desk, housekeeping, and maintenance operations for the 361-room property.
- Maintained consistently high level of standards throughout the resort.
- Trained, scheduled, and performance-managed lobby staff.
- Coordinated smooth planning of weddings and charity events by working closely with clients.
- Answered inquiries pertaining to hotel policies and services and resolve occupants' complaints.

Senior Customer Relations

Aug 2009 – Jun 2010

Representative

Riffa Views B.S.C, Kingdom of Bahrain, Riffa

- Establishing how the customer service department will interact with customers.
- Develop a customer relations management policy and service monitoring capacity (weekly and monthly reports).
- Setting the guidelines for how the customer service representatives (CSRs) will handle customer requests, irate customers, and resolving customer dissatisfaction.
- Manage administration. Handover process:
- Conducting site visits.
- Completing villas inspections along with the contractor representative, and pre-handover.
- Completing the handover documentation, and formalities with the customer to ensure that the handover process is finalized.

Senior Client Servicing Executive

Aug 2007 – Feb 2009

DAMAC Properties, United Arab Emirates, Dubai

- Answered customers' questions about products, prices, and availability.
- Sustained revenue by bringing in new customers and continuously connecting with established accounts.
- Complied with corporate regulations, policies, and procedures to maximize safety, security, and overall trust in organization and employees.
- Responded promptly to a customer, vendor, and staff questions and quickly resolved issues, cultivating strong, long-term relationships.
- Conducting site visits with the clients, providing necessary information regarding the construction and various information related to their project (finishing, handover process, etc.)

Sales Agent

Dec 2005 – Mar 2007

Jumeirah International, United Arab Emirates, Dubai

- Presented key selling points, features, and benefits effectively with consultative selling strategies.
- Delivered exceptional service after completing sales, processing paperwork, and coordinating support.
- Handle customers' calls, e-mails, faxes, emails, and clients' complaints, including prospects' inbound pre-sales inquiries promoting, qualifying, encouraging and motivating clients to take a well-versed decision by completing the reservations.

Front Office Executive

Jun 2003 – Nov 2005

Sheraton Jumeirah Beach Resort Towers, United Arab Emirates, Al Sufouh, Dubai

- Maintained orderly and updated office files for personnel use.
 - Upheld strict office security policies with guest logging and badge issuance.
 - Coordinated logistics for successful conferences, meetings, and special events.
 - Handled vendor invoices, verifying coding, reconciling purchase orders, and documenting approvals in OPERA.
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Education

Major-Criminal Law

Jun 1999

Medical Optical Profile

Jun 1996

University of Law "George Baritiu", Brasov, Romania

Jul 2018

High school "Mecanica", Brasov, Romania

Courses

Project Management Principles and Practices, University of California, Irvine

Dec 2015

Coursera certifies their successful completion of the University of California, Irvine Project Management Principles and Practices Specialization.

- Course Certificates Completed
- Initiating and Planning Projects
- Budgeting and Scheduling Projects
- Managing Project Risks and Changes
- Project Management Project

Project Management Capstone, University of California, Irvine

Dec 2015

Coursera certifies their successful completion of Project Management ProjectWrite a narrative charter statement.

- Sequence project activities.
- Build a project schedule.
- Create a project budget.

Budgeting and Scheduling Projects, University of California, Irvine

Oct 2015

Coursera certifies their successful completion of Budgeting and Scheduling Projects

- Define milestones and create a milestone schedule.
- Identify the resource needs of the project.
- Estimate the quantities and costs of resources needed for project activities.
- Use a responsibility assignment matrix to assign responsibilities.

Fundamentals of Management

Oct 2015

University of California, Irvine

Coursera certifies their successful completion of Fundamentals of Management

- Explain the difference between managers and leaders.
- Describe the five functions of management.
- Use the SMART goal-setting technique.
- Understand the power of building a network.

Initiating and Planning Projects

Sep 2015

University of California, Irvine

Coursera certifies their successful completion of Initiating and Planning Projects

- Identify project stakeholders.
- Define the role and responsibilities of the project manager.
- Summarize the key elements of a project plan.
- Anticipate common sources of conflict within a project environment.