

DANA CRISTINA ECONOMU

Multilingual professional with more than 10 years of combined experience in communication, sales, client service, social work, event planning, hospitality & translations - looking for new challenges.

SKILLS

Interpersonal and written communication, Foreign Languages, Telephone Manner, Selling, Highly organized, Event planning, Social media, Positive attitude, Problem solver, Social support, Experience working in fast paced environments, Flexible, Driving licence, Experienced Volunteer

TECHNOLOGIES

Microsoft Office, Service Cloud, E-Business Suite, Account Management System, TCS, Salesforce CRM, VMWare, BMC Remedy, Micros, Fidelio, Outlook

LANGUAGES

ENGLISH – Full professional proficiency

FRENCH- – Full professional proficiency

ROMANIAN – Native

PROFESSIONAL EXPERIENCE

SEPT 2016 – Present THE BIGWORD UK <https://en-gb.thebigword.com/>

PROFESSIONAL FREELANCE INTERPRETER

- Provide on demand interpretation services to facilitate the communication between UK Governmental Agencies and Organizations and Romanian nationals with limited English speaking abilities.
- Experience of working with vulnerable people and people with complex needs.
- Gained good knowledge and understanding of UK laws, social welfare services, regulations, benefits, etc.

AUG 2017 – JUNE 2019 ORACLE AMERICA INC. [https:// oracle.com/](https://oracle.com/)

BUSINESS DEVELOPMENT SPECIALIST

- Managed North America corporate customer demands related to On prem and Cloud Oracle University training products and learning solutions;
- Developed transactional opportunities, qualified leads, generated sales and kept pipeline updated.
- Identified up sell opportunities, provided the right training solutions and performed all the necessary follow-up actions to generate revenue;
- Knowledge and continuous study of Oracle Technologies and OU trainings and tools; Overachieved targets on monthly and quarterly basis.
- Entrusted with the language testing recruitment process for English and French speaking candidates.

MAY 2015 - MAY 2017 TELUS COMMUNICATIONS <https://telus.com>

CUSTOMER SUPPORT REPRESENTATIVE

- Provided assistance & 2nd level support to French & English speaking customers on wireless, telephony, and mobile related issues. Resolved technical incidents.
- Ensured customer satisfaction. Diagnosed complex problems. Remote troubleshooting & Tickets logging. Offered solutions for escalated matters.
- Entrusted with the **Events Coordinator** position for the Company`s Motivational Committee – regularly organized theme days, internal events and activities meant to boost employees` engagement.

JAN 2014 - APRIL 2015 BEAUTY ACTION SRL <http://estetiq.ro/>

CLIENT SERVICES COORDINATOR

- Organized events. PR & marketing activities, designed informative materials, online and offline promotion campaigns, networking. Brand awareness. Social media management.
- Prospected and studied the market and increased the number of clients.

JAN 2011 – DEC 2013 OPEN HAND REHAB <http://manadeschisa.ro/>

SUPPORT WORKER

- Working with clients with substance misuse, anti-social behaviour & homelessness problems. Provided the tools and encouragement needed to interact in social environments.
- Created and facilitated therapeutic, occupational and educational activities.
- Taught language and PC courses. Translated materials and provided interpretation in meetings. Outreach activities.

OCT 2003 – DEC 2010 EU FUNDED PROJECTS <http://europarl.europa.eu/>

PROJECT COORDINATOR

- Travelled throughout the country to deliver support to local institutions as part of Romania`s process of joining the EU in 2007. Organized and coordinated workshops, seminars and learning events;
- Office management; team support; travel arrangements; translated project documents.

JAN 2001- JAN 2002 MARRIOTT HOTELS <https://marriott.com>

CUSTOMER SERVICE REP

- Answered incoming and outgoing calls and faxes, met guest requests, customer service activities.

EDUCATION

UNIVERSITY OF BUCHAREST – BA FOREIGN LANGUAGES

VOLUNTEER EXPERIENCE

2019 – present THAMES REACH

- Outreach work for the Rapid Response Team fighting London homelessness

2012– 2015 ROMANIAN SUBSTANCE ABUSE & ADDICTION COALITION <http://rosaac.ro>

- Fundraising, office assistance activities, research, team support, translation of documents, design of informative materials, social media management.

