To whom it may concern,

My name is Raluca Berger. I am originally from Romania, I’ve also lived in Germany for three years (which included a scholarship to continue my studies at Bielefeld University) and I’ve been in the US since 2010. Since the age of eight I’ve studied **English, German and Italian**.

I have over 12 years of experience providing customer service in the hospitality industry, primarily focused on work in Hotels (Sales Department) and I am confident in my ability to perform well at this position. I've gained a wealth of experience in satisfying the needs of customers and working with management to improve and maintain the businesses I've worked for. I believe my strongest assets are my attention to detail and work ethic. I am a self-motivated individual who possesses the capacity to perform clerical, administrative and accounting support duties in an office environment. I have solid interpersonal skills and the ability to interact with individuals at all levels. My organizational skills have allowed me to prioritize schedules and complete projects ahead of schedule.

I’ve completed a formal degree in Hospitality Management and I have the European equivalent of a bachelor’s degree in Linguistics. I am multilingual speaking: English, German, Italian and Romanian. I am a hard worker and I take pride in having provided excellent service to both the customers and the companies I’ve worked for.

Thank You,

Mrs Raluca Berger

**RALUCA BERGER**

13525 Bartram Park Blvd, #134,

32258 Jacksonville, Fl

Email: ralucaberger@yahoo.com

Phone: 904 687 5460

**Education:**

**1998 – 2002: “Ovidius” University Constanta, Romania**

Baccalaureate: Linguistics (English, German, Italian)

**2001 – 2002: “Bielefeld University” Bielefeld, Germany**

Linguistics (English, German, Italian)

**2003: EU Authorized Translator Certification, Romania**

Languages: Romanian into English, English into Romanian, Romanian into German, German into Romanian

**2005 – 2006: Romanian Ministry of Tourism/ Romanian National Tourism Authority**

Tourism Brevet/Associate Degree: Hotel Management

**Skills:**

* Ability to multitask and to adapt to changing environments.
* Multilingual with a four-year degree in linguistics: in English, German, Italian and Romanian.
* Several years of school devoted to Hospitality/Customer Service.
* Detail-oriented, efficient and organized professional.
* Years of experience filing records both manually and electronically.
* Committed to providing excellent customer service.
* Ability to maintain client confidentiality and discretion.
* Confident and poised in interactions with individuals of all levels and cultures.
* Strong interpersonal skills.
* Ten years of work as a tutor, and as a freelance translator for the police department, auto companies, court officers and public notaries.

**Work History**

**June - Present: Romanian Interpreter – Independent Contractor:** Avaza Language Services

 CyraCom International

 **Authorized Romanian Translator**: Day Translations Inc.

**German, Romanian, Italian Tutor**

**March – Mai 2013: Panera Bread**

**Hourly Associate / Cashier**

***Responsibilities and achievements:***

* As an hourly associate I Utilized point of sale computers, to process cash, credit and debit transactions.
* Prepared a variety items for customers.
* Assisted in other areas of store, such as clean-up, inventory and keeping merchandise displayed in an orderly manner.
* Assisted customers with their decisions, trying to both up-sell and cross-sell where appropriate.

**2002-2012 (winters, busy season): Hotel Zamora, Romania**

**Assistant Manager**

***Responsibilities and achievements:***

* Assisted the guests as necessary; according to their needs and tried to improve the guest experience wherever possible.
* Developed activity guides and actively worked with foreign guests, groups and management to enhance guests’ experience.
* Controlled and organized mail procedures; collecting, sorting and distributing the regular mail, including other courier services.
* Helped the Front Office and Reservations Department of the Hotel with English, German and Italian translations.

**2008-2009 (summer, busy season): Hotel Savoy - Best Western Group, Romania**

**Reservation Manager**

***Responsibilities and achievements:***

* Directed and controlled activities with the Front Office and Reservations Department of the Hotel.
* Performed all necessary occupancy forecasts and worked closely with Front Desk staff in order to maximize occupancy, rate and revenue.
* Maintained a close working relationship with all departments of the hotel to ensure cooperation, productivity and excellent guest service.

**2004-2007 (summer, busy season): Hotel Fantasy Beach, Romania**

**Reservation Manager (2006-2007)**

***Responsibilities and achievements:***

* Responsible for processing room and group reservations by fax, phone and email.
* Compiled daily, weekly, and monthly reports.
* Accepted and kept records of advance deposits on reservations.
* Cooperated with sales managers and assisted front desk personnel with reservation related tasks.
* Performed document scanning procedures and logged them in the reservation system format for review by the internal audit department.

**Booking Agent (2004-2005)**

***Responsibilities and achievements:***

* Processed reservations in the booking system from a variety of sources; whether companies, groups or travel agencies.
* Focused on guest satisfaction by directly handling any issues that the groups I worked with encountered.
* Was responsible for coordinating accounts receivable for the international travel agencies, groups and companies I dealt with.

**2003 (summer, busy season): Hotel Riviera, Romania**

**Booking Agent**

***Responsibilities and achievements:***

* Responsible for handling advance deposits and ensuring accurate records of all advance deposits.
* Processed all reservation requests, changes, and cancellations received by phone, fax, or email.
* Assisted guests with their reservation needs and determined appropriate room type after verifying availability of room type and rate.
* Performed a variety of general clerical jobs.

**2002: Zum Brünnstein: Munich, Germany**

**Waitress /Assistant Restaurant Manager**

***Responsibilities and achievements:***

* Supervised and coordinated assigned shift; pre-meal meeting conducted with staff daily.
* Assisted in the overall supervision of the department and with assisting in personnel matters.
* Communicated with guests and received feedback.
* Examined food and beverage preparation and presentation.
* Handled any guest comments and ensured guest satisfaction.
* Ordered daily supplies and performed other clerical tasks as directed by management.

**2001 (summer, busy season): Hotel Dunarea, Romania**

**Waitress – Bartender**

***Responsibilities and achievements:***

* Checked identification in order to ensure that guests meet minimum age requirements for consumption of alcoholic beverages.
* Collected payments from customers.
* Noted customers' food and beverages orders and entered orders into computers for transmittal to kitchen staff.
* Informed customers of daily specials.
* Prepared hot, cold, and mixed drinks for customers. Described and recommended wines to customers.
* Explained how various menu items are prepared, describing ingredients and cooking methods.
* Planed and assisted coworkers with any tables’ arrangements for special events.
* Stocked service areas with supplies such as coffee, food, tableware, and linens.
* Garnished and decorated drinks in preparation for serving.

**Receptionist, Front Desk**

***Responsibilities and achievements:***

* Was responsible for check in and checkout services to guests in hotel.
* Typed and proofread outgoing correspondence.
* Performed additional general front office duties such as assisting coworkers with their specific work when required.
* Performed other routine office tasks as directed by management.
* Entered guest billing data into the computer system.