



Mihaela Artemi-Bagrii

DATE OF BIRTH:
18/07/1989

CONTACT

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ABOUT ME

I am a dedicated, ambitious and organized person. I have good interpersonal skills, and 8+ years' experience in hospitality, finance industry, and leading projects. Furthermore, I am adept at handling multiple tasks on a daily basis competently and at working well under pressure. A key strength is communication; building strong relationships with people in order to deliver the best results.

WORK EXPERIENCE

31/03/2015 – CURRENT – Chisinau, Moldova

Manager of Incoming Tourism Department

Visit Moldova powered by Amadeus Travel Lufthansa City Center (JSC "Infoturism Grup")

Responsible for overseeing the day-to-day operations of the team, distributing the workload evenly amongst staff and making sure motivation and performance levels are maintained.

Devising and planning tours, and arranging itineraries for Group & FIT Travels;

(operated over 150+ leisure groups)

B2B coordination and negotiation with partners from Europe and Asia;

Organizing MICE for local and foreign companies;

Product development: creating new products and packages;

Setting up and attending exhibitions and holiday shows (WTM London, IBTM Barcelona, ITB Berlin, JATA Tokyo, Vakantiebeurs Utrecht, Ferien Messe Vienna, EMITT Istanbul);

Experience in applying for grants at international donors;

Developing e-tourism platforms, including websites, and constructing business databases;

Providing accurate information to senior managers on key issues.

03/2013 – 02/2015 – Chisinau, Moldova

Corporate banking manager

JSC "MOLDOVA-AGROINDBANK"

Managed client portfolios, by understanding their financial goals, needs, and pain points, in order to drive growth and ensure stability;

Sold banking products and maintained effective B2B relationship, working with sales teams to attract and retain new clients. Using prospecting and cold calls to approach potential clients and take direct meetings with corporate representatives to explain how the bank products can help them achieve their revenue goals;

Opened and processed documentation for new/existing accounts, international payments, deposits and/or withdrawals;

02/2013 – 03/2013 – Chisinau, Moldova

Bank operations specialist

Internship JSC "Victoriabank"

Assisted with opening a full range of traditional banking products, for new and existing client. Educated new and existing client about bank services/feature/digital solutions that provide additional convenience such as online banking, Bill Pay, e-Statements, mobile, remote deposit capture, debit card, fraud, etc.;

Provided client service by answering questions, and providing applicable account agreements and disclosures;

Facilitated deposit account type changes, ownership changes, rate changes, close accounts;

Served as a coordinator in facilitating client transactions between specialist teams and multiple business units (Electronic Payments, Fraud, Card Operations, etc.)

08/2011 – 11/2011 – Chisinau, Moldova

Research Analyst, Recruitment Team

Pedersen& Partners Executive Search Company

Recruitment Researcher managing internal recruitment.

Initial screening and interviewing of candidates before forwarding them to the Technical round of interview.

Issuing of Offer letters to the selected candidates and taking care of joining formalities.

Maintaining a systematic and comprehensive database of all candidates.

05/2010 – 09/2010 – Ocean City, United States

Cashier/ Hostess

Carousel Resort Hotel & Condominiums, Seasons Restaurant

Monitored restaurant payments and managed guests;

Assisted in cash register operations;

Maintained an efficient customer flow, assisted customers in scheduling reservations;

Responsible for providing feedback to/from customers, maintained outstanding customer service.

EDUCATION AND TRAINING

03/2015 – 05/2015 – Mitropolit Gavriil Bănulescu-Bodoni 61, Chisinau, Moldova

Certificate In Tourism Hospitality Business Management

Academy of Economic Studies, Higher School of Tourism and Hotel Services Faculty

www.ase.md

09/2011 – 07/2013 – Mitropolit Gavriil Bănulescu-Bodoni 61, Chisinau, Moldova

Post Graduate Master Degree Economics

Academy of Economic Studies, World Economy and International Economic Relations Faculty

www.ase.md

09/2007 – 07/2011 – Mitropolit Gavriil Bănulescu-Bodoni 61, Chisinau, Moldova

B.A. Economics

Academy of Economic Studies, World Economy and International Economic Relations Faculty

www.ase.md

LANGUAGE SKILLS

MOTHER TONGUE(S): Romanian

OTHER LANGUAGE(S):

Russian

Listening
C1

Reading
C1

**Spoken
production**
C1

**Spoken
interaction**
C1

Writing
C1

English

Listening
C1

Reading
C1

**Spoken
production**
C1

**Spoken
interaction**
C1

Writing
C1

German

Listening
A2

Reading
A2

**Spoken
production**
A2

**Spoken
interaction**
A2

Writing
A2

DIGITAL SKILLS

Microsoft

Microsoft Office: Word, Excel, Access, Power Point, Outlook. / Microsoft Teams

Google

Google Suite (Gmail, Google, Google Drive, Google Slide, Google Docs, Google Forms, Google Meet)

Social Media

Facebook / Instagram / LinkedIn / Twitter

Soft skills

Communication / Emotional Intelligence / Team-work oriented / Problem-solving / Adaptability and Flexibility / Ability to work under pressure and time management.