

## **IRINA SAVU**

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### **TARGET:**

To secure a rewarding career where I am able to add value by utilizing my 10-year experience working for the leading global airline and hospitality brands.

### **SUMMARY:**

I am an ambitious and highly-motivated professional with 10 years of customer service and aviation experience. Throughout my career, I have enjoyed working in a multinational company dealing with high-net worth individuals from all over the world including celebrities, VIPs and royal families. I have a proven track record in customer service excellence. Excellence is not a skill, it is an attitude! My focus has always been on providing consistent professionalism, discretion and loyalty.

### **EXPERIENCE:**

#### **First Class Cabin Crew and Business Class Cabin Crew at Emirates Airlines – U.A.E.**

*September 2011 – Present*

*Received the Emirates Airline **Najm Merit Award** in 2013 for positivity, collective team spirit, resilience and flexibility in a highly challenging situation*

- Promoted from Economy to Business, then on to First Class. Only 10% of airline crew are promoted to First Class
- Responsible for liaising with flight deck crew on safety procedures
- Responsible for execution of all food preparation and presentation
- Write reports to management including customer complaint reports, incident reports, duty free discrepancy reports and safety reports
- Train new crew on procedures and services and give them briefings as needed
- Manage a team while on stand-by and act as Cabin Crew Supervisor as needed
- Provide a safe environment for passengers and cabin crew on-board through skilled SEP knowledge
- Strive to create the on-board experience of one's own private jet in First Class cabins
- Adhere to VIP protocols throughout First Class cabin
- Promote the company's products and services throughout the flight

#### **First Class Cabin Crew at Wataniya Airways – Kuwait**

*April 2009 - April 2011*

- Provided a safe environment for passengers and cabin crew on-board
- Was adaptable to each individual guest's needs in order to create a tailor-made experience for them

- Organized and prioritized on-board services in order to exceed guest expectations and deliver an exceptionally high standard of hospitality
- Took the initiative to understand cultural and social etiquette associated with different countries and regions
- Was responsible for execution of all food preparation and presentation
- Was able to prioritize and manage all tasks under pressure
- Handled customer service issues and resolved any outstanding complaints

### **Receptionist at Vigo Hotel (4-star) in Ploiesti – Romania**

*May 2007 - April 2009*

- Managed the hotel's reservation system and entered new bookings
- Handled guest check-in and check-out in an efficient and timely manner
- Prepared check-out bills and invoices
- Was responsible for customer service including offering assistance with reservation inquiries, arranged transportation and suggested sightseeing tours

### **EDUCATION:**

- Master's degree in Management of Economic, Touristic and Administrative Systems, Universitatea Petrol-Gaze din Ploiesti, Romania (2009)
- Bachelor's degree in the Economy of Commerce, Tourism and Services, Universitatea Petrol-Gaze din Ploiesti, Romania (2007)

### **LANGUAGES:**

English (full professional fluency) • Romanian (native speaker) • Spanish (intermediate level)

### **SKILLS:**

- Communication – experienced report writer and public speaker
- Decision-making – experience in problem solving and handling of difficult situations
- Time management – often work within tight deadlines and under pressure
- Leadership – effectively managed teams, lead briefings and trained new crew
- Team player – work well in a team environment focusing on achieving unified goals
- Attention to details – expertise in delivering a consistent high standard of service
- Intercultural – Good understanding of different cultures, particularly in Middle East
- Aircraft type experience: A320/330/340, B777, A380