**Florentina Chelaru**

Contact details: 18 Fitzwilliam Court

Drogheda Co. Louth

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**Work History**

**August 2022 – Present – Four coffee – Barista – part time until I finish college**

**September 2022 – December 2023 – Wine house restaurant – Waitress**

**October 2020 – 2021 (College Work Experience) – Bernard Stobie Solicitors Swords**

* Shadowing the solicitor in court and in the office
* Taking place to meetings with clients
* Doing several research for some cases
* Organizing files for clients
* Contributing with ideas to some cases

**January 2017- 2020. Floor Supervisor - L&A Ristorante Ltd Drogheda**

* Providing the perfect service experience for every Guest.
* Ensuring the Guest feel important and welcomed to the restaurant.
* Presenting the menu, answering questions, and making suggestions regarding food and beverages.
* Delivering food and beverages to any table as needed.
* Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment.
* Resolving guest complaints quickly and efficiently.
* Staff Training.
* Ensuring HACCP Standards are upheld.

**May 2019 – Volunteer Part time Assistant Manager – NCBI Drogheda**

* Ensure that all window displays are attractive and changed weekly.
* Ensure donated goods and ensure proper presentation and merchandising to the fullest potential, including security, washing, ironing, and cleaning where necessary, pricing, ticketing, and stock rotation.
* Ensure that no goods are offered for sale that are not top quality.
* Ensure the shops accounting procedures including banking procedures, till receipts procedures, to ensure that the correct transactions and cash handling procedures are always adhered to including staff purchases.
* Arrange and support on-going fundraising events and activities and meet specific targets
* Promote the NCBI Retail brand and the shop locally, through a variety of Social media sources.

**November 2018 – April 2019 Clerical Officer (College Work Experience) – Our Lady of Lourdes Drogheda**

* Answering phone calls and quires from patients/clients, visitors, medical staff, and co-workers.
* Worked directly with patients, Management, and other departments to achieve and complete different tasks as required.
* Picked up and delivered all mail from/to mailroom and distributed to appropriate person.
* Prepare outgoing mail, confirmation letters, newsletters, appointment, and referral letters.
* Appropriately performed all tasks related to the registration of the patients into the practice management system to include but not limited to collecting and verifying patient demographics, including email address, mobile phone, address, and GP details.

**January 2017 – September 2018 Pasty Chef - Brown Hound Bakery Drogheda**

* Instructed new staff in the proper food preparation, food storage, use of kitchen equipment and utensils, sanitation, and safety issues HACCP.
* Prepared all pastry items in accordance with standards of quality, quantity control, taste, and presentation.
* Ordered and received bakery products and supplies.
* Cooked and served pastry products in accordance with planned menus, diet plans, recipes, portions, temperature control procedures and facility policies.
* Quality Control, Decoration and merchandising of bakery goods.

**2015 – 2017 Chef Assistant - Whytes of Stamullen**

**2013-2015 Waitress and Bartender - Grand Irish Pub**

**Education**

**2021 – Present Trinity College Dublin**

L.L.B. Law – AWARD QQI Level 8

**2020-2021 Drogheda College of Further Education**

Pre-University Law and Criminology – AWARD QQI Level 5 Certificate in Office Administration

**Course Awards – Full Distinctions and Student of the year**

* Family Law and Business Law; Criminology and Criminal Law; Legal practice and procedure and Conflict resolution; Communication and Work Experience

**2018-2019 Drogheda College of Further Education**

Office Administration - AWARD QQI Level 5 Certificate in Office Administration.

**Course Awards** (Distinctions)

* Word Processing;Text Production and Audio Transcription; Information and Administration; Bookkeeping (Manual and Computerised) and Payroll (Manual and Computerised); Medical Terminology; Customer Services and Work Experience

**Skills**

* Excellent working knowledge of all Microsoft Office packages
* Ability to produce consistently accurate work even whilst under pressure
* Capable of multi-tasking and managing conflicts.
* Strong organisational and analytical skills
* Strong written and verbal communication skills
* Effective time management
* Team leadership
* Exceptional attention to detail
* Medical terminology knowledge

References are available upon requests