

Abi Serban

Administrative Assistant

+40752899978
abiserban01@gmail.com

EDUCATION

Arden University
BA Business Management
Still attending

Carl Severing Berufskolleg
Customer Services
2011 - 2016

ASH GÜTERSLOH
Vocational trainig & Soft Skills
2013 - 2015

LANGUAGES

German - (Native)
English - (Advanced)
Romanian - (Native)

VOLUNTEER WORK AND INTERESTS

Romanian - German - English Translator
Official translator of District town Gütersloh

- Public translations of events
- Management of mass information projects for foreign citizens
- Establishing projects to improve the integration of foreign citizens

RELEVANT SKILLS

- Ability to build relationships
- Business Communication & Soft Skills
- Google Advertising
- Inspiring trust and confidence.
- WebDesign and Marketing Specialist
- Graphic Design
- Salesforce



PROFILE

Energetic and motivated personality with charmant attitude towards customers, closing deals in a meticulous manner is my pathway to success. Having always worked in business projects with successful business people, I have thoroughly developed excellent communications skills as well as soft skills, which today define my qualities and expertise across any industry.

WORK EXPERIENCE

MGM Handels- und Vermittlungs GmbH, Schloß Holte, Germany
Key Account Manager 2017 - Present

Establishing and executing Business projects, building and managing a team of seven members which are responsible for negotiations and marketing strategies in the German Real Estate and Workforce Market, generating in 2018 revenues over 2M €. Interviewing and hiring employees, raising company's standards and maintaining a very good climate among employees.

Pursuing and strengthening the relations between the accounting and financial institutions of the companies in order to work as quickly as possible in the interest of the companies, managing to build and retain a strong network, which enabled me to nurture future opportunities.

Sparkasse Bank - S-Markt und Mehrwert **2016 - 2017**
Service Desk Agent L2

Troubleshooting and consulting for online banking in all regions of Germany.

Bank transfers ordered by customers directly by phone, managing and protecting personal data.

Applying emergency measures to block accounts that have been compromised, informing the client and solving the security problem.

Gütersloh Town Hall - Gütersloh, Germany **2016 - Present**
German - English - Translator (Side job)

Translations of documents, planning meetings, solving and managing social cases, helping citizens to integrate, clarifying the educational situations and responding to the needs of citizens through verbal translations.

Translations for the german police and courts of law.