


PERSONAL INFORMATION

OTILIA GAFINCU

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Sex Female

Date of birth 13/09/1984

Nationality Romania

WORK EXPERIENCE

SALES MANAGER - SC MEDIA ALERT SRL , Bucharest - Aug 2014 to March 2016

Active involvement in the planning and implementation of marketing strategy and development portfolio clients within the company. Coordination of the activity of the subordinated counties. The fulfilment of the objectives established by the monthly management firm.

Achievements: coordination, formation and development of the network, databases through commercial assistance to clients and potential clients; making teaching materials to promote company products and additional specific Primary Education, General and high school; Customs clearance of the necessary commercial sales presentations; maintaining and expanding the distribution network through cooperation agreements concluded with teachers and school inspectors; monitoring of monthly distributions and payments made by the employees in accordance with the time limits laid down; checking and sending of responses by all requests in time, from the receipt thereof. Responsibility for tracking inventory and maturities are used materials for the invoices issued by the printing press. Registration of orders, discounts and program changes and cancellations in accounting SAGA. Responsibility for training and support for new employees for the purpose of adapting them to the requirements of the company.

RETAIL RELATIONSHIP MANAGER - BANCA COMERCIALA INTESA SANPAOLO ROMANIA SA, Sibiu - April 2013 to March 2014

Company and location: BANCA COMERCIALA INTESA SANPAOLO ROMANIA SA, Sibiu Job domain / occupation: Finance Sales-related activities of any kind of products to Retail customers (based on defined segmentation). Watch a high quality standard of service, in terms of professionalism and flexibility, keeping constantly in touch with the latest developments in this regard through support for sales tools provided by commercial structures within the plant; Guarantees the attainment of commercial profit and risk for its own portfolio; Propose Retail products and services to suit the needs of the target customers; Promote new products in accordance with marketing campaigns; Promotes cross selling activities dedicated to Retail customers in conjunction with hierarchical boss; Responsible for customer relationship management, and the development of relationships with potential customers and maintain constant relations with existing clients; Prepare and review your commercial lending proposals to be submitted by the competent authorities for further investigation and approval; Handles all administrative formalities and related contractual sales products and services in accordance with the provisions in force, including verification of the documentation provided by the customer; Handle customer credit records and ensure constant monitoring of banking activity to existing clients; Manage, monitor and develop portfolio of clients; Ensure that all the steps undertaken within the Retail Sector, in particular relating to the opening of accounts, respect the provisions concerning the know your clients norms; Supports the Unit Leader in coordinating the activity of Retail unit, when needed; Report periodically to the authority; Draw up the reports required by the hierarchical/Central Bank; Take note of the individual performance goals set by the boss, as well as the criteria for evaluating their realization.

MASS MARKET ADVISOR - UNICREDIT TIRIAC BANK SA, Sibiu - November 2008 to April 2013

and 5 months) Company and location: UNICREDIT TIRIAC BANK SA, Sibiu Job domain / occupation: Finance The main goal consists in managing retail customers following customer segmentation of the branch, by offering high quality banking products and services and contributes to achieving the targets of the Retail Banking Division. The responsibilities of this function involves: identifying the clients and defining ways to attract them; promoting the Bank's policy, its products and services to current and potential customers; identifying the criteria for funding/ approaching financing structures for individual customers (current and potential), together with other departments involved, of the Central Bank; assisting clients submitting instructions to the Bank and purchasing bank products for the mass market clients, including credit products; updating and developing the client portfolio; adding value to products and services offered to retail customers; together with the Director of the Branch provides solutions for "cross-selling"; knowing the budget and contributing to its realization; managing assets and liabilities in terms of profitability; increasing the number of clients who benefit alternative channels of transactions (Online Banking, Phone Service, etc.); implementation of budgets and targets mass market client segment and maximize volume (actives and passives); ensure the bancassurance activity; ensure the distribution of insurance policies on behalf of the Bank, on the basis of contracts concluded between the Bank and bancassurance insurance; responsible for the implementation of and compliance with the provisions laid down in the program on the prevention of money laundering and the prevention of financing of terrorist acts; operational risk prevention: Ensure the operational risk prevention by applying the procedures in place, including through cooperation and sharing of information with the relevant structures within the Bank; Ensure delivery on time and accurately of specific reports, and internal procedures to the standards and the legislation in force. Responsibilities of the Agency administration and backing up Directory Agency. Referent de Specialitate Financiara (Full time)

CREDIT ANALYST - SC GE MONEY SA, Sibiu - March 2007 to November 2008

Job domain / occupation: Finance Professional development within the company Ge Money has developed over the period starting with the position of Credit Analyst, Financial expert and the proposal as Team Leader. Responsibilities were: identifying and attracting individuals with the purpose of achieving the target on consumer credits and credit cards offered by Ge Money; counseling clients for the purpose of promoting and selling financial products offered by Ge Money in cooperation with Garanti Bank and BRD; trainer responsibility for training and implementation of Company policy for new employees; verifying and ensuring the correctness of the funded cases and their transmission to Ge Money SA; administrative tasks, control, preparation and transmission of specific reports.

EDUCATION AND TRAINING

Replace with dates (from - to)

2003-2008 University in Sibiu - "Lucian Blaga"
1999-2003 Secondary school in Miercurea Ciuc - "Octavian Goga"
1991-1999 Primary school in Miercurea Ciuc - "Octavian Goga"

PERSONAL SKILLS

Mother tongue(s) Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B1	B1	B1
Spanish	A2	A2	A2	A2	A2

Communication skills

- I can communicate easy with different types of people. I am happy to deal with new people everyday and I have a professional and intelligent approach to business.
- good communication skills gained through my experience as sales manager. I can communicate easy with different types of people. I am happy to deal with new people everyday and I have a professional and intelligent approach to business.

Organisational / managerial skills

- As I worked in office I had to manage by myself the daily office activities. I work efficient with my time management and I am flexible with other people's time. I have a professional and customer orientated attitude. I also coordinated and solved different situations.

Job-related skills

- I learnt to deal with customers and handle their problems. I became competent in dealing with accounts and payment of wags and handling cash.

Driving licence

B

ADDITIONAL INFORMATION

Courses
Certifications

- Training courses External courses:
 - "Primary Accounting" (October 2010-February 2011)- principles of accounting.
 - "Ergo Unit Linked" (March 2010)-introductory course in selling products "life insurance".
- Internal courses within the Group Unicredit Tirioc Bank: „WOW! My client "(July 2009)-training based on developing skills of transparency and an open attitude towards the client.
- "Products Analyze & Risk" (February 2010)-the course includes specialization in analyzing the files of credit and banking products.
- "Sell Yor Skills II" (May 2010)-the course consisted in deepening knowledge and sales tactics.
- "School Branch" (September 2010)-I studied banking operations in terms of technical and sales skills.
- "Customer Care" (October 2010)-this course consisted in developing skills related to attention and customer care as well as to colleagues who have to deal with in the Group Unicredit Tirioc Bank.