

Cristina Kirit

MANAGEMENT AND QA - PINNACLE COMMUNITY SERVICE

Las Vegas, NV 89121

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702.855-0736

Dedicated, service-oriented professional with exceptional ability to manage multiple projects/tasks in high pressure, time sensitive environments. Background in education, linguistics and hospitality industries as well as extensive knowledge of Art History and Math. Exemplary communication and interpersonal skills; good listener. Interacts in a positive manner with a wide range of people of various ages, cultures and socio-economic levels. Displays empathy and consideration for others. Exceptional organizational skills; takes pride in providing dynamic customer service. Establishes rapport and sense of trust with management, co-workers, students, parents and staff.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

MANAGEMENT AND QA

PINNACLE COMMUNITY SERVICE - Las Vegas, NV

2015 to Present

Manage multiple tasks:

- ISP, reviews, and reports
- Monitors workers performance
- Training the staff and implement Co. policies

Proctor and substitute teacher

NEVADA VIRTUAL ACADEMY - Las Vegas, NV

2015 to 2015

Teacher

SALVATION ARMY - Korean Corps - Las Vegas, NV

2013 to 2015

Teaching and tutoring: English, Math.

- Teaching Art, and Social Science during the summer time 2013 - 2014 - 2015

Linguist

LANGUAGE TRAINERS - Canada & United States

2011 to 2012

* Planned, organized, and managed educational activities which included: tutoring in basic language skills, grammar and conversation; motivating and mentoring students.

* Monitoring student progress to ensure compliance with educational standards; arranging course materials; translating; completing student evaluations.

* Acting as liaison with clients.

Le Reve Hostess

WYNN RESORTS LIMITED - Las Vegas, NV
2005 to 2008

- * Provided highest quality of service to customers
- * Received and welcomed the guests with due attention; greeted them with a smile;
Assisted the customers by sorting their queries and grievances; follow up to make sure everything was in order.
- * Coordinated with other staff to ensure the availability of best service to the guests.
- * Promoted and marketed the "Le Reve" show as a major attraction.
- * Wrote articles about 'Le Reve' that was published in International publications.
- * Responsible for increasing ticket sales.
- * Served as Emergency Services Coordinator.

College of Nursing

ACADEMIC ADVISING AND ADMISSION - Constanta
1990 to 1992

- College of Nursing, Constanta, Romania, Europe.
- * Responsible for the administration, security and confidentiality of students files.
 - * Make recommendation regarding the enrolment process.
 - * Provide initial screening of applicants.
 - * Writing recruitment reports/documents in a timely and efficient manner.
 - * Preparing, creating and updating database for student information.
 - * Transcript evaluation and student interview scheduling.

Tour Guide

NATIONAL OFFICE OF TOURISM - Constanta - RO
1985 to 1989

- * Played an active role in the welcoming, enjoyment and safekeeping of all visitors to Mamaia, Constanta.
- * Dealt effectively and courteously with all visitors, suppliers and team members.
- * Led entertaining and interesting guided tours of Constanta, Bucharest, Brasov, and Transilvania.
- * Liaised regularly with other members of the guiding team and gave or acquired feedback on any relevant information at daily meetings.
- * Proactively and positively resolve problems/incidents.
- * Proactively promoted the souvenir guidebook, wedding facilities, and other aspects of the business when appropriate.
- * Provided in depth information to tourists for visiting traditional Romanian restaurants focused on customs, traditions, culture and Eastern European history.

Education

SECONDARY EDUCATION

Nevada State College
2013 to 2014

Bachelor of Arts in Psychology

NEVADA STATE COLLEGE - Las Vegas, NV

2012

Associate of Arts

COLLEGE OF SOUTHERN NEVADA - Las Vegas, NV

2010

NEW YORK UNIVERSITY - New York, NY

2004

Pre-Dental Hygiene

LAGUARDIA COMMUNITY COLLEGE - New York, NY

2002

Dental Hygiene

College of Dentistry

Skills

Microsoft Office,, excellent customer service, keep a positive attitude under higher pressure,
Leadership Training

Awards

Honor student

May 2012

Certifications/Licenses

CPR

Additional Information

Teaching / Recruiting Leadership / Guidance Academic Advising
Customer Relationships Deadline Responsiveness Communications
Admission, Recruitment and Enrollment Organization / Planning Multilingual French-Hebrew, Romanian

COMPUTER SKILLS

Excellent PC skills, Microsoft Office; Outlook Express; Internet.

RECOGNITION / HONORS

National Scholars Honor Society 2007

Certificate of Leadership - "Academy of Leadership" COLLEGE OF SOUTHERN NEVADA

Certificate of Merit - "Extraordinary Work on Project/Event" / WYNN RESORTS LIMITED

Letter of Commendation, - "Mobile 5 Star Event" / WYNN RESORTS LIMITED