



## Europass Curriculum Vitae

### Personal information

First name(s) / Surname(s)



**Carmen Florentina Vlasceanu**

Address(es)

[Redacted]

[Redacted]

[Redacted]

E-mail

[carmen\\_vlasceanu@yahoo.com](mailto:carmen_vlasceanu@yahoo.com)

Nationality

Romanian

Date of birth

7 October 1977

Gender

Female

### Desired employment /Occ. field

Hospitality Executive

### Work experience

Dates

2019 – Present

Occupation or position held

Ambassador & FIH Member

Main activities and responsibilities

UK Institute of Hospitality - United Kingdom

Name and address of employer

Type of business or sector

Chartered Hospitality Organization

Type of business or sector

Dates

2019 - Present

Occupation or position held

Managing Director

Main activities and responsibilities

Best Opportunity SRL

Name and address of employer

Management Consulting

Type of business or sector

Type of business or sector

Dates

2017 - 2019

Occupation or position held

Founder & Managing Director

Main activities and responsibilities

Name and address of employer

Allure Holidays – Bucharest, Romania

Type of business or sector

Travel agency

Type of business or sector

Dates

2017

Occupation or position held

Work & Travel Admin. Coordinator

Main activities and responsibilities

Name and address of employer

U.S. Department of State (Embassy) - Bucharest - Romania

Type of business or sector

Diplomacy

Type of business or sector

Dates

2010 -2015

Occupation or position held

Business Consultant

Main activities and responsibilities	Founder & Owner
Name and address of employer	Haute Cuisine Delights, Bucharest - Romania
Type of business or sector	Restaurant Hospitality
Type of business or sector	
Dates	2005 – 2010
Occupation or position held	Chief Purser (Guest Services Manager)
Main activities and responsibilities	Manager of Guest Relations Department and Cruise Ships Operation; Coordinate and supervise the Customs & Immigration Process, Embarkation and Debarkation of over 3500 guests; Attend all on board social functions (Captain's Cocktail Party); Organize Senior Management meetings, debate and decide upon various ships operational aspects, vessel inspections, etc.
Name and address of employer	Carnival Cruise Lines, Miami - FL
Type of business or sector	Cruising Hospitality Industry
Dates	2004 – 2005
Occupation or position held	1 <sup>st</sup> Purser (Assistant Guest Services Manager)
Main activities and responsibilities	Manage the Purser Department; Responsible for Customs and Immigration documentation, ship manifests for clearance inward and outward of all the US and Intl. ports; Implement operational improvements; Supervise the Front Desk service, ensuring the five-star quality standards; Regularly evaluate the performance level of all Pursers, etc.
Name and address of employer	Carnival Cruise Lines, Miami - FL
Type of business or sector	Cruising Hospitality Industry
Dates	2003 - 2004
Occupation or position held	2 <sup>nd</sup> Purser
Main activities and responsibilities	Responsible for embarkation passports check of all Non-U.S. Citizens in accordance with the U.S. Immigration policy; Liaise with the US Customs and Border Protection Inspectors and ensure proper vessel documentation; Developing and training of Cadet and 3 <sup>rd</sup> Pursers and monitoring their hospitality level; Inventory control, etc.
Name and address of employer	Carnival Cruise Lines, Miami - FL
Type of business or sector	Cruising Hospitality Industry
Dates	2001 - 2003
Occupation or position held	3 <sup>rd</sup> Purser
Main activities and responsibilities	Responsible for preparing the "Ship's Documents" (arrival/departure and / or clearance) as warranted for each U.S and International ports; Log & follow up on complaints and concerns from guests into the CRS Interactive System; Attend scheduled hours at the Front Desk; Accurately update and maintain the information on all shore excursions organized in the international ports, etc.
Name and address of employer	Carnival Cruise Lines, Miami - FL
Type of business or sector	Cruising Hospitality Industry
Dates	1999 – 2001
Occupation or position held	Cadet Purser
Main activities and responsibilities	Attend Front Desk duties, such as settlement of guests accounts, registration for on board sail & sign program. cash transactions (cashing travelers checks, personal checks, acquiring and selling international and US stamps, balancing \$10.000.00 float by maintaining internal banking); Handle Lost & Found circumstances and Lost Luggage tracking with the airlines and reroute the luggage onboard.
Name and address of employer	Carnival Cruise Lines, Miami - FL

Type of business or sector	Cruising Hospitality Industry
Dates	1998 – 1999
Occupation or position held	Commis
Main activities and responsibilities	Directly involved in food extravagant preparation and lavish buffet & menu showcase within the main galley for over 3500 international guests and 900 crew aboard cruise ships; Attend regular specialized training in compliance with U.S. Public Health standards and regulations, etc.
Name and address of employer	Carnival Cruise Lines, Miami - FL
Type of business or sector	Cruising Hospitality Industry
Dates	1996 – 1998
Occupation or position held	Food & Beverage Coordinator
Main activities and responsibilities	Develop & organize menu presentations for intl. airlines; Coordinate daily operational activity and personnel scheduling within the Production Department; Performing administrative work in the F & B Office (settling of presentations and seminars for representatives of worldwide airlines), etc.
Name and address of employer	Abela Rocas SRL, Bucharest - Romania
Type of business or sector	Airlines Catering & Hospitality Industry
Dates	1995 – 1996
Occupation or position held	Commis
Main activities and responsibilities	Directly involved in menu preparation & showcase presentation for national and foreign diplomatic events, personal initiative has assured participation in several specialized contests and trainings in different cities of Romania.
Name and address of employer	Abela Rocas SRL, Bucharest - Romania
Type of business or sector	Airlines Catering & Hospitality Industry

## Education and training

Dates	2019 – 2024
Title of qualification awarded	PhD in Global Tourism & Hospitality, Maritime and Cruising Industry
Principal subjects/occupational skills covered	The Bucharest University of Economic Studies, Romania
Name and type of organisation providing education and training	
Level in national or international classification	
Dates	2016 – 2018
Title of qualification awarded	M.B.A. International Business and Entrepreneurship
Principal subjects/occupational skills covered	Entrepreneurship, Economy, Commercial Law, Management, Sociology, Business Statistics, Marketing, Management Techniques, International Investments, Finances.
Name and type of organisation providing education and training	Romanian-American University, Bucharest - Romania
Level in national or international classification	
Dates	2016 – 2018
Title of qualification awarded	Pedagogic Module I
Principal subjects/occupational skills covered	Professional Training and Coaching
Name and type of organisation providing education and training	The Bucharest University of Economic Studies, Romania
Level in national or international classification	
Dates	2013 – 2016
Title of qualification awarded	B.B.A. Graduate (Bachelor in Management -Marketing)
Principal subjects/occupational skills covered	Accounts Receivable, Microeconomics, World Economy, Commercial Law, Management, Business Statistics, Microeconomics, Marketing, Management Techniques, International Investments, Econometrics, Finances.
Name and type of organisation providing education and training	Romanian-American University, Bucharest - Romania
Level in national or international classification	
Dates	2013 – 2014
Title of qualification awarded	Hotel Director Certificate
Principal subjects/occupational skills Covered	Tourism, Hotel and Restaurant Management subjects such as: Hotel Management & Organization, Work Legislation, Financial Management, Travel Agency & Quality Management, Human Resources Management
Name and type of organisation providing education and training	THR Consulting Group, Bucharest - Romania
Level in national or international classification	
Dates	2012 – 2013
Title of qualification awarded	Master Certificate in Hospitality Management
Principal subjects/occupational skills Covered	Hospitality Management, Leading Customer-Focused Teams, Hotel Revenue Management, Hospitality Marketing
Name and type of organisation providing education and training	Cornell University – S.C. Johnson Graduate School of Management – Ithaca, NY - USA
Level in national or international classification	
Dates	1995 – 1998
Title of qualification awarded	Bachelor Degree
Principal subjects/occupational skills covered	Bar, Kitchen, Restaurant & Hotel Organization
Name and type of organisation	National Economic College “Viilor, Bucharest – Romania

providing education and training  
Level in national or international classification

Dates 1992 – 1995

Title of qualification awarded Diploma

Principal subjects/occupational skills

Bar, Kitchen, Restaurant & Hotel Organization

Name and type of organisation

Professional School of Hotel Industry “Viilor”, Bucharest - Romania

providing education and training

Level in national or international classification

Dates 1985 – 1992

Title of qualification awarded Certificate

Name and type of organisation

Elementary School, Bucharest – Romania

providing education and training

### Other Diplomas & Qualifications

Dates

2013 - 2014

Title of qualification awarded

Applied Business Management, Prof. James K. McCollum- University of Alabama, Huntsville, USA

Negotiation Skills and Dispute Resolution, Prof. Daniel G. Gallagher - James Madison Univ. USA

Project Management, Prof. James K. McCollum - University of Alabama, Huntsville, USA

Introduction of Finance, Prof. Seyed Mehdian, University of Michigan-Flint, USA

English Vocabulary and Expressions in Politics, Commerce and Current Events, Prof. Donald Corbin – James Madison University, USA

Name and type of organisation

Romanian-American University, Bucharest, Romania

Dates

1998- 2009

Title of qualification awarded

SCC Course Carnival Cruise Lines

Crisis Management RTM STAR Centre

Crowd Management RTM STAR Centre

Heart Saver CPR/AED ER Medical Consulting Inc.

College of Management Carnival Cruise Lines

Basic Safety Training Carnival Cruise Lines

Special Assistance Training Carnival Cruise Lines

Introduction to Management Johnson & Wales University

### Personal skills and competences

Mother tongue(s)

Romanian

Self-assessment

European level (\*)

Language

Language

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C1	English	C1	English	C1	English	C1	English	C1	English
B1	Spanish	B1	Spanish	B1	Spanish	B1	Spanish	B1	Spanish

(\*) [Common European Framework of Reference for Languages](#)

Social skills and competences

Customer experience, Hospitality Services, Guest Relations, Crowd and Crisis Management

Organisational skills and competences

Strong sense of leadership (overseeing the Guest Relations department aboard a 3800 passenger and over 900 crew world class cruise ships). Highly organized, dynamic, excellent planning skills with great attention to detail and ability to prioritize work.

Technical skills and competences

Technician in Culinary Art (developed by 6 years of studies and practice in an Airline Catering and Cruise industry). Well-developed language and communication skills.

Computer skills and competences	Microsoft Office (Word, PowerPoint, Excel)
Artistic skills and competences	1996-1998, Culinary Art Magazine, Bucharest - Romania Have written and edited monthly articles within the above national magazine at the time, sharing a multitude of secrets about international menus and cuisine.
Other skills and competences	Traveling, reading, writing, cooking, music, foreign languages, psychology and philosophy.
Driving licence	B type
<b>Additional information</b>	<p>Job References: Angelo D'Mello (Executive CEC, Carnival Cruise Lines)  Robert Richardson (CEO UK Institute of Hospitality)  David R. Steedman (Director, Carnival Cruise Lines)</p> <p>Academic References: Rector Prof.Dr.Ovidiu Folcut (Romanian-American University, Bucharest, RO)  Prof.Dr. James K. McCollum (University of Alabama, Huntsville, USA)  Prof.Dr. Doinita Ciocirlan (Romanian-American University, Bucharest, RO)  Prof.Dr. Marius Dalota (Romanian-American University, Bucharest, RO)</p>

20.02.2024

  
  
