

## **Europass Curriculum Vitae**

Personal information First name(s) / Surname(s)

Address(es)

E-mail Nationality Romanian Date of birth Gender

7 October 1977 Female Hospitality Executive

Ambassador & FIH Member

Chartered Hospitality Organization

UK Institute of Hospitality - United Kingdom

2019-Present

## Desired employment /Occ. field

### Work experience

Dates Occupation or position held Main activities and responsibilities Name and address of employer Type of business or sector Type of business or sector

Dates

Dates

Occupation or position held Main activities and responsibilities Name and address of employer Type of business or sector Type of business or sector 2019 - Present Managing Director Best Opportunity SRL Management Consulting

2017 - 2019 Founder & Managing Director

Occupation or position held Main activities and responsibilities Name and address of employer Type of business or sector Type of business or sector

Allure Holidays – Bucharest, Romania Travel agency

Work & Travel Admin. Coordinator

#### Dates 2017

Occupation or position held Main activities and responsibilities Name and address of employer Type of business or sector Type of business or sector

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

#### Dates 2010 - 2015

Occupation or position held

**Business Consultant** 

Page 1/6 - Curriculum vitae of Surname(s) First name(s)

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# **Carmen Florentina Vlasceanu**

carmen vlasceanu@yahoo.com

Name and address of employe Type of business or sectorHusic Cusine Deliphis, Bucharest - Romania Restaural HopitalityType of business or sector206-2010Dates206-2010Occupation or position heldChief Puser (Guest Services Manager)Main activities and responsibilitiesManager of Cuest 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 function (Captain's Cockall' Party), Organize Senior Management meetings, debate and decide upon various ships operational aspects, vessel inspections, etc.Name and address of employerCusing Hospitally IndustryDates204-2005Occupation or position held1*Puser (Aussitant Guest Services Manager)Main activities and responsibilitiesManager the Purser Department: Responsible for Customs and Immigration documentation, ship manifest for clearance inward and outward of all Pus Service, ensuring the Five-star quality standards; Regularly uevaluate the performance level of all Pursers, editors, and ensure proper valuate the performance level of all Pursers, editors, and ensure proper valuate the performance level of all Pursers, editors, and ensure proper vasad documentation, Developing and training of Cactat and 3* PursersMain activities and responsibilitiesResponsible for embarkation passports check of all Non-U.S. Clitzens in accordance with the U.S. Immigration polyci, Liace, Maini - FL Cusing Hospitality IndustryDates2003-2004Occupation or position held3* PurserMain activities and responsibilitiesResponsible for embarkation passports check of all Non-U.S. Clitzens in accor	Main activities and responsibilities	Founder & Owner					
Type of business or sector 2005 - 2010   Occupation or position bild Child 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 soial functions (Capitaline Science, Coordinate and supervise the Customs & Immigration Process, Embarkation and Debarkation of over 3500 guests; Attend all on board soial functions (Capitaline Science, Coordinate and supervise the Customs & Immigration Process, Embarkation and Debarkation of over 3500 guests; Attend all on board soial functions (Capitaline Science, Management meetings, debate and dedide upon various ships operational aspects, vessel inspections, etc.   Name and address of employer Carnival Cruise Lines, Maini - FL   Name and address of employer Carnival Cruise Lines, Maini - FL   Name and address of employer Carnival Cruise Lines, Maini - FL   Occupation or position held 2003 - 2004   Main activities and responsibilities Responsibilities for relearned in the US and Inti. ports; Implement operational Improvements; Supervise the Front Desk service, ensuing the five-star quality standards; Regularly evaluate the performance level of all Pursers, etc.   Name and address of employer Carnival Cruise Lines, Maini - FL   Occupation or position held Responsibilities or reparing the "Ship's Documents" (arrival/departure and / or clearance) as warranted vest edu linemation, Developing and training of Cadet and 3 <sup>op</sup> Pursers and monitoring their hospitality Industry   Dat	Name and address of employer	Haute Cuisine Delights, Bucharest - Romania					
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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 quests; Attend all on board social functions (Captatinic Cocktal Parviy); Organize Sentor Management meetings, debate and decide upon various ships operational aspects; vessel inspections, etc.     Name and address of employer   Cruise Lines, Miami - FL     Crusing Hospitality Industy   Dates     2004 - 2005   Occupation or position held     14 Proser (Assistant Guest Services Manager)   Manage the Purser Department; Responsible for Customs and Immigration documentation, ship manifests for clearance inward and outward of all the US and Inti: ports; implement operational improvements; Supervise the Front Desk service, ensuing the five-star quality standards; Regularly evaluate the performance level of all Pursers, etc.     Name and address of employer   Carrival Cruise Lines, Miami - FL     Type of business or sector   Cusing Hospitality Industry     Dates   2003 - 2004     Occupation or position held   Responsibilities     Main activities and responsibilities   Responsibilities, Miami - FL     Cruising Hospitality Industry   Dates     Dates   2003 - 2004     Qccupation or position held   3# Purser     Main activities and responsibilities   Responsibilities, Miami - FL     Cruising Hospita	Dates	2005–2010					
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Type of business or sectorClusing Hospitality IndustryDates2004 - 2005Occupation or position held1# Purser (Assistant Guest Services Manager)Main activities and responsibilitiesManage 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; Regulary evaluate the performance level of all Pursers, etc.Name and address of employerCarnival Cruise Lines, Miami - FL Cusing Hospitality IndustryDates2003 - 2004 2 <sup>rd</sup> PurserMain activities and responsibilitiesResponsible for embarkation passports check of all Non-U.S. Citizens in accordance with the U.S. Immigration policy: Laise with the US Customs and Border Protection Inspectors and ensure proper vessel documento; voortrol, etc.Name and address of employer Type of business or sectorCarnival Cruise Lines, Miami - FL Cruising Hospitality IndustryDates2001 - 2003Occupation or position held3 <sup>rd</sup> PurserName and address of employer Type of business or sectorSentile or preparing the "Ship's Documents" (arrival/departure and / or clearance) as warranted reach 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 Type of business or sectorCarnival Cruise Lines, Miami - FL Cruising Hospitality IndustryName and address of employer <td>Main activities and responsibilities</td> <td>Customs &amp; 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</td>	Main activities and responsibilities	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					
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Decupation or position held   1# 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 Int. 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, Mami - FL     Type of business or sector   Cruising Hospitality Industry     Dates   2003 - 2004     Occupation or position held   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 information an all shore excursions organized in the international ports, etc.     Name and address of employer	Type of business or sector	Cruising Hospitality Industry					
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Type of business or sectorCruising Hospitality IndustryDates1999–2001Occupation or position heldCadet PurserMain activities and responsibilitiesAttend 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.	Main activities and responsibilities	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					
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Occupation or position heldCadet PurserMain activities and responsibilitiesAttend 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.	Type of business or sector	Cruising Hospitality Industry					
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	Main activities and responsibilities	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					
	Name and address of employer						

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 Type of business or sector	Abela Rocas SRL, Bucharest - Romania Airlines Catering & Hospitality Industry
Dates Occupation or position held Main activities and responsibilities	1995 – 1996 Commis 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 silice of Demonia
Name and address of employer Type of business or sector	different cities of Romania. Abela Rocas SRL, Bucharest - Romania Airlines Catering & Hospitality Industry

Education and training	
Dates Title of qualification awarded Principal subjects/occupational skills	2019 – 2024 PhD in Global Tourism & Hospitality, Maritime and Cruising Industry
covered Name and type of organisation providing education and training Level in national or international classification	The Bucharest University of Economic Studies, Romania
Dates Title of qualification awarded Principal subjects/occupational skills covered	2016 – 2018 M.B.A. International Business and Entrepreneurship Entrepreneurship, Economy, Commercial Law, Management, Sociology, Business Statistics,
Name and type of organisation providing education and training Level in national or international classification	Marketing, Management Techniques, International Investments, Finances. Romanian-American University, Bucharest - Romania
Dates Title of qualification awarded Principal subjects/occupational skills	2016 – 2018 Pedagogic Module I
covered Name and type of organisation	Professional Training and Coaching
providing education and training Level in national or international classification	The Bucharest University of Economic Studies, Romania
Dates Title of qualification awarded Principal subjects/occupational skills	2013 – 2016 B.B.A. Graduate (Bachelor in Management -Marketing)
covered Name and type of organisation providing education and training Level in national or international	Accounts Receivable, Microeconomics, World Economy, Commercial Law, Management, Business Statistics, Microeconomics, Marketing, Management Techniques, International Investments, Econometrics, Finances.
classification	Romanian-American University, Bucharest - Romania
Dates Title of qualification awarded Principal subjects/occupational skills Covered	2013 – 2014 Hotel Director Certificate 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
Dates Title of qualification awarded	2012 – 2013 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 Title of qualification awarded	1995 – 1998 Bachelor Degree
Principal subjects/occupational skills covered	Bar, Kitchen, Restaurant & Hotel Organization
Name and type of organisation	National Economic College "Viilor, Bucharest – Romania
Page 4/6 - Curriculum vitae of Surname(s) First name(s)	For more information on Europass go to http://europass.cedefop.europa.eu © European Union, 2004-2010 24082010

providing education and training Level in national or international classification									
Dates Title of qualification awarded	1992 – 1995 Diploma								
Principal subjects/occupational skills	Bar, Kitchen, Restaur		•						
Name and type of organisation providing education and training	Professional School of	of Hot	tel Industry "Viil	or", E	Bucharest - Rom	ania			
Level in national or international									
classification									
Dates Title of qualification awarded Name and type of organisation providing education and training	1985 – 1992 Certificate Elementary School, Bucharest – Romania								
Other Diplomas & Qualifications									
Dates Title of qualification awarded	2013 - 2014 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								
Name and type of organisation	Madison University, Romanian-American L		sity, Bucharest, I	Roma	ania				
Dates									
Title of qualification awarded	1998- 2009 SCC Course Crisis Management Crowd Management Heart Saver CPR/AEI College of Manageme Basic Safety Training Special Assistance Tr Introduction to Mana	ent aining		Centre Consu Se Lii ise Li uise L	e ulting Inc. nes nes ines				
Personal skills and competences		-			·				
Mother tongue(s)	Romanian							T	
Self-assessment	Underst	tand	-	6.2	Spea oken interaction	-	ken production		Writing
European level (*) Language	Listening C1 English	C1	Reading English	C1	English	C1	English	C1	English
Language	B1 Spanish	B1	Spanish	B1	Spanish	B1	Spanish	B1	Spanish
	(*) <u>Common European</u>	Frame	work of Reference	ce for	Languages				
Social skills and competences	Customer experience	, Hos	spitality Services	s, Gu	iest Relations, C	rowd	and Crisis Mar	nagem	ent
Organisational skills and competences	Strong sense of leader and over 900 crew we great attention to deta	orld c	lass cruise ship	s). H	lighly organized,				
Technical skills and competences	Technician in Culinar Cruise industry). Wel							ne Cate	ering and
Page 5/6 - Curriculum vitae of Surname(s) First name(s)	For more information on E © European Union, 2004-2			ass.ce	edefop.europa.eu				

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			
Additional information	Job References: Angelo D'Mello (Executive CEC, Carnival Cruise Lines) Robert Richardson (CEO UK Institute of Hospitality) David R. Steedman (Director, Carnival Cruise Lines) 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)			
20.02.2024				