



Ana-Maria Torjescu

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WORK EXPERIENCE

29/07/2024 – CURRENT Bucharest, Romania

SPECIALIST REFERENT RESEARCH & INNOVATION DEPARTMENT BUES

- Monitoring and documentation of research activities
- Management of the research and innovation database
- Ensuring communication and inter-institutional relations
- Participation in the organization of scientific events
- Implementation of internal policies and procedures

07/12/2023 – 07/12/2024 Bucharest, Romania

INTERNSHIP BILLING & CARE ADMINISTRATOR GOODYEAR ROMANIA

- Claim resolution: Management of credit-/ debit notes of any kind of delivery issues and cross-functional coordination with logistics departments
- Invoice claims and disputed amounts: credit-/ debit note handling
- Initiate carrier reimbursement in case of transport losses
- Management of customer return requests and collection notes
- Maximize customer satisfaction related to service and behavior, by ensuring efficient and effective interaction with internal customers
- Maintain a close working relationship within Supply Chain, Pricing department and regional Process & Systems team. Continuous communication in order to enable the best decision based on the latest available information

11/07/2022 – 09/09/2022 Bucharest, Romania

INTERNSHIP-GOVERNMENT OF ROMANIA MINISTRY OF ENTREPRENEURSHIP AND TOURISM

General Directorate of Tourism - Marketing and Representation Service

The main activities and responsibilities:

- coordinating, planning, monitoring and participating in official meetings and conferences
- preparation of the necessary documents
- creating tourism promotion content
- information and development of domestic tourist routes
- studying and learning the internal procedures with reference to the participation of the Ministry of Entrepreneurship and Tourism in fairs in the country and abroad
- studying and getting to know the multi-annual program of marketing and tourism promotion and the multi-annual program for the development of tourist destinations, forms and products
- editing, translating and adapting official documents

31/03/2021 – 31/05/2021 București, sector 1, Romania

INTERNSHIP - UNESCO DEPARTMENT FACULTY OF BUSINESS ADMINISTRATION IN FOREIGN LANGUAGES

Main activities and responsibilities:

- organization and coordination of the ICBE annual conference (International Conference on Business Excellence)
- preparation of the necessary documentation for participation in the ICBE conference
- participation in the ICBE conference
- creating and processing invoices using the FGO program
- editing, translating and adapting scientific articles

EDUCATION AND TRAINING

01/10/2024 – CURRENT Bucharest, Romania

PHD. BUSINESS ADMINISTRATION (DOCTORAL SCHOOL OF BUSINESS ADMINISTRATION II) Bucharest University of Economic Studies

Level in EQF EQF level 8

01/10/2022 – 01/07/2024 Bucharest, district 1R, Romania

INTERNATIONAL MASTER IN BUSINESS ADMINISTRATION Bucharest University of Economic Studies- Faculty of Business Administration English section(FABIZ)

Address Victor Slăvescu building, Calea Griviței 2-2A , 010731, Bucharest, district 1R, Romania |

Website <http://www.imba.fabiz.ase.ro/> | **Level in EQF** EQF level 7

30/09/2019 – 20/07/2022 Bucharest, district 1, Romania

BACHELOR'S DEGREE-ECONOMIST Bucharest University of Economic Studies- Faculty of Business Administration English section(FABIZ)

Address Victor Slăvescu building, Calea Griviței 2-2A, 010731, Bucharest, district 1, Romania | **Website** <https://fabiz.ase.ro/> |

Final grade 10 | **Level in EQF** EQF level 6 | **Thesis** "The multivariate influence of social media on tourism"

01/10/2019 – 01/07/2022

THE PSYCHO-PEDAGOGICAL TRAINING PROGRAM – LEVEL I Bucharest University of Economic Studies- Educational Management

Website <https://dppd.ase.ro/en/homepage-english/>

31/08/2015 – 31/05/2019 Bucharest, Romania

MATH-INFO, INTENSIVE ENGLISH PROFILE "Alexandru Ioan Cuza" Theoretical Highschool

Competențe generale:

Limba Română, Limba Engleză, Limba Franceză, Matematică, Informatică

Address Aleea Barajul Dunării 5, district 3, 032754, Bucharest, Romania | **Website** <https://www.laicuza.ro/>

LANGUAGE SKILLS

Mother tongue(s): **ROMANIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
FRENCH	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

MS Office (Word Excel PowerPoint) | Skype | Google Drive | Google Docs | SAGA Software | Social Media | Zoom

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- excellent communication skills gained from interacting with people in the environment of the faculty
- excellent ability to work in a teams

- excellent skills to work in different environments and to interact with people due to the various interactions with different nationalities in faculty projects
- development ability
- openness to learning
- flexibility

● **PROJECTS**

BACHELOR THESIS

Field of research: Management

Title of the thesis: "The multivariate influence of social media on tourism"

DISSERTATION THESIS

Field of research: Human Resources

Title of the thesis: Internships programs-bridging between academic and professional life

● **ORGANISATIONAL SKILLS**

Organisational skills

- coordination, organization skills
- the capacity to solve unforeseen situations
- good time management skills
- analytical thinking
- multi-tasking ability

● **CONFERENCES AND SEMINARS**

ERASMUS SEMINARS

Main topic: Rural Development Clusters for Smart Villages

INTERNATIONAL CONFERENCE ON BUSINESS EXCELLENCE

Main topic: Digital Economy and New Value Creation

● **DIPLOMAS**

CAMBRIDGE ADVANCED CERTIFICATE IN ENGLISH (CAE)

Module:

- Computer Essentials
- Online Essentials
- World Processing
- Presentation
- Spreadsheets
- Using Databases

ECDL PROFILE CERTIFICATE

- English language

CERTIFICATE OF LINGUISTIC COMPETENCE

- Realization of the management of Web sites, computer operating systems
- Provision of data processing facilities, including support services

CERTIFICATE OF PROFESSIONAL COMPETENCE

DELTA A2
