

**Cum
creezi
un CV
care sa
vanda**

Inainte de a incepe:

careeradvisor

Cate secunde ai la dispozitie sa atragi
atentia unui recruiter?

Numai **6-8 secunde!!**

In acest timp scurt, un recruiter va studia:

- ✓ Datele personale (nume, data nasterii, oras)
- ✓ Pozitia actuala (companie si data de inceput si final)
- ✓ Pozitia trecuta (companie si data de inceput si final)
- ✓ Responsabilitati + realizari
- ✓ Educatie

Sa ne imaginam ca suntem recruiteri si sa studiem doua exemple de CV:

ADRIAN POPESCU

adrian.popescu@xyz.com
135, Succesului St., Bucharest, 3
004 0721 ppp

SENIOR CUSTOMER SERVICE MANAGER

High-energy, results-oriented professional with over ten years of supervisory, sales, and customer service experience. Proven ability to motivate employees to achieve optimum performance levels. Fast-track promoted at XYZ Corporation based on leadership qualities, strategic thinking, and excellent relationship management skills. Designed and implemented employee development program that reduced customer complaints on call center staff by over 90% within a year. Skilled in MS Word, Excel, PowerPoint, Access, CRM.

Delivered these core talents throughout 10+ years in large-scale organizations, performing responsibilities in the areas of:

- Corporate Administration
- Project Development and Coordination
- Customer Relations Program Management
- Cultural Competency Program Creation
- Staff Recruitment, Supervision and Motivation
- Employee Development and Customer Training
- Creation and Use of Assessment Instruments
- Public Speaking and Multimedia Presentations

Expert communicator with high degree of emotional intelligence, broad knowledge of multicultural business practices as they relate to business development, customer service, and customer retention. Fully bilingual (German). Excellent problem-solving, reasoning, decision-making, and creative-thinking skills.

PROFESSIONAL EXPERIENCE

XYZ Corporation, Bucharest [YEAR- PRESENT]
(XYZ Corporation medical centers is a 5000- member national organization that consists of 10 intensive care hospitals, with an annual operating budget over 900 million Euros).

Manager, Customer Service and Call-Center Operations

Managed operations of four national call centers, supporting 60% of XYZ's total operations. Directly supervised 30 team leaders and 28 supervisors. Monitored service levels, call volumes and schedules; took action needed to ensure customer satisfaction, cost control, and efficiency. Developed daily call center team plans with strategic personnel. Handled outsourced call center interactions. Highlights:

- **Enhanced Customer Satisfaction:**
 - Established higher call center standards by redesigning employee performance score cards to capture essential qualities of high-level customer service.
 - Implemented automated call center customer survey and tracking system, resulting in valuable feedback for continuous improvement efforts.
 - Strengthened service development program by integrating strong mentoring / coaching elements into new employee trainings.
- **Responsible for projects requiring diplomacy, communication, and change agent skills:**
 - Chaired Customer Service Task Force that defined new corporate customer service mandate.



Europass Curriculum Vitae



1. Personal Information

Remus PRICOPIE
First name / Family name
Office Address 6-8 Povonei St., Sector 1, Zip code: 010643, BUCHAREST, ROMANIA
Office Telephone +40 21 318 0881
Office Fax +40 21 311 7148
E-mail remus.pricapie@comunicare.ro ; remus_pricapie@yahoo.com
Nationality Romanian
Date / place of birth January 22, 1970 / CEAHLAU, NEAMT, ROMANIA
Gender M
Marital status Married, 2 children

2. Education and Training

14 - 26 June 2009
Dates
Title of qualification awarded **Certificate on Management and Leadership in Education**
Principal subjects Higher Education Management
Name and type of organization providing education and training Institute for Higher Education, **Harvard University**, Cambridge, M.A., U.S.A.

March 2007 - March 2008
Dates
Title of qualification awarded **Fulbright New Century Scholars Program**
Principal subjects Higher Education Access & Equity; Public Awareness and Policy Dialogue
Name and type of organization providing education and training **The George Washington University**, Washington D.C., U.S.A.
State University of New York at Buffalo, New York, U.S.A.

2006-2008
Dates
Title of qualification awarded **Courses on Higher Education Management**
Principal subjects Higher Education Management
Name and type of organization providing education and training Institute of Education, **London University**, London, U.K.

Decalogul CV-ului

1. Usor de citit: ai doar 6-8 secunde pentru a atrage atentia unui potential angajator: creeaza un **sumar** al experientei tale



Decalogul CV-ului

2. Prezinta realizari si rezultate concrete, nu simple responsabilitati:

“Responsible for marketing communication:

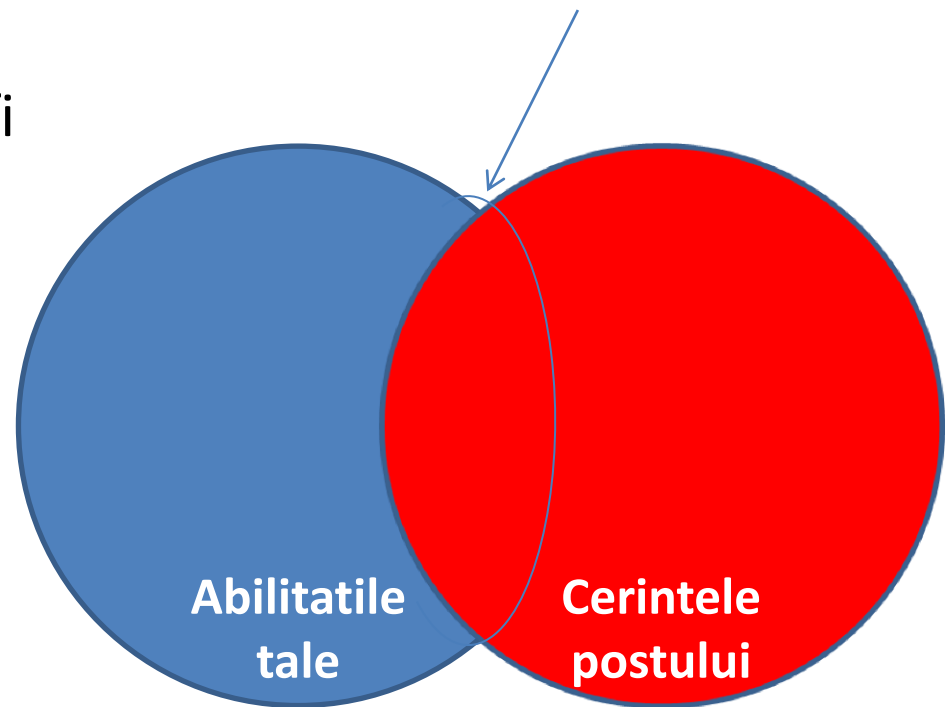
- **Created marketing communication plan which resulted in a 30% increase of website traffic over a period of 6 months”**

Decalogul CV-ului

3. Adapteaza CV-ul la postul vacant:

creaza un CV care sa iti promoveze abilitatile si experienta care stii ca vor fi apreciate in jobul tinta; extrage verbe din textul anuntului si foloseste-le in CV; explica de ce ai exact experienta de care are nevoie angajatorul

careeradvisor



Decalogul CV-ului

4. Poti sa ai 2-3 versiuni ale CV-ului care sa se potriveasca pentru diversele optiuni de cariera

career **advisor**



Decalogul CV-ului

5. Introdu cuvinte cheie relevante pentru postul si pentru industria pentru care aplici!



Decalogul CV-ului

6. Incepe in forta:

NUME PRENUME

nu

CURRICULUM VITAE

careeradvisor



Decalogul CV-ului

7. Fara cuvinte goale de continut:

“Results oriented professional,
looking for a challenging, fast-paced
environment”

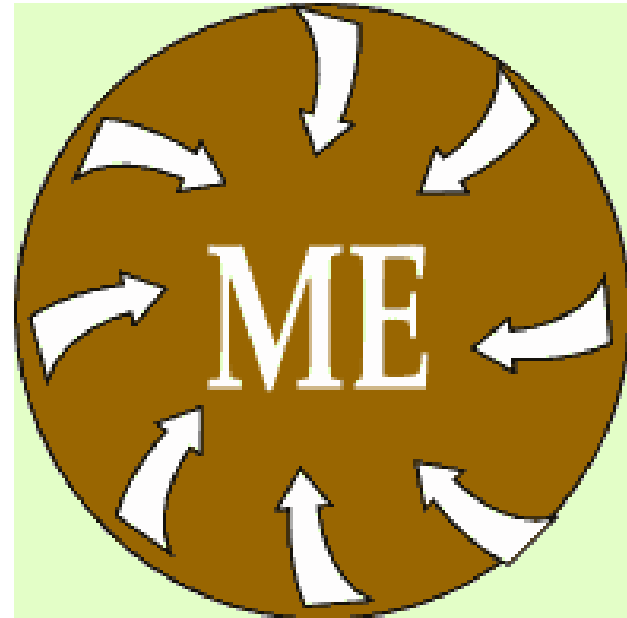
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Decalogul CV-ului

8. Fara obiective egoiste:

“Looking for a position where I can develop my skills and abilities and further grow my career”



Decalogul CV-ului

9. Pastreaza o nota de profesionalism:

Adresa de mail –

nume.prenume@email.com

nu

panselutzavesela@email.com



Decalogul CV-ului

10. Keep it short:

1 – maxim 2 pagini!

LET'S
KEEP IT
SHORT

Sectiunile CV-ului

1. Nume, informatii de contact, (inclusiv link catre profilurile de pe retele de socializare profesionala)
2. Obiectiv: tipul de post pe care il vizezi
3. Sumar: o fraza care sa sumarizeze abilitatile si experienta ta: **brandul tau personal**
“A human resources professional with expertise in recruitment and talent management. My key skills include:
 - Recruitment and selection
 - HR analytics
 - Performance management
 - Succession planning
4. Experienta profesionala: inclusiv internships, voluntariat – responsabilitati si realizari

Realizari, nu doar responsabilitati!

- Sumarizeaza responsabilitatile postului intr-o fraza
- Fa o lista cu cele mai importante realizari, in termeni concreti si masurabili
- Foloseste verbe de actiune la timpul trecut

Sectiunile CV-ului

5. Educatie si training
6. Abilitati: limbi straine, PC
7. Altele: munca voluntara, asociatii la care esti membru
8. Lucrari publicate
9. Premii
10. Interese, hobby-uri: in ce conditii e cazul sa le mentionam?

Are you LinkedIn?

1. Foloseste LinkedIn pentru a fi gasit
2. Foloseste LinkedIn pentru a gasi oportunitati de job-uri
3. Foloseste LinkedIn pentru a obtine informatii



www.portalhr.ro

www.careeradvisor.ro

Multumim!

Anca Dumitrache

Catalina Bilan