



Daniela Chintea

Passenger Service Agent

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Languages

Russian (Fluent)

Romanian (Native)

Italian (Basic)

English (Fluent)

Spanish (Basic)

About

With a strong foundation in customer service, honed at SELFRIDGES within luxury retail, I excel in sales, stock management, and ensuring positive customer experiences. My ability to adapt quickly makes me an ideal candidate for dynamic retail environments.

BRANDS WORKED WITH

Snog Frozen Yogurt - City of London

Turkish Airlines

Stansted Airport

SELFRIDGES - L.K.Bennett

The Studio

Birmingham

Experience

Catering staff member

Snog Frozen Yogurt - City of London | Sep 2023 - Feb 2024

- Boosted customer satisfaction by preparing dishes to exact dietary needs.
- Improved workflow between kitchen and service teams to optimise productivity.
- Minimised food waste through improved ingredients use and enhanced composting processes.
- Closely monitored ingredients supplies, promptly ordering low-stock items to prevent service disruptions.
- Followed prescribed methods of portioning and presentation, consistently meeting customer expectations.



Passenger Service Agent

Turkish Airlines | Oct 2019 - Oct 2022

- Escorted passengers with mobility issues to and from transport.
- Oversaw ticketing, gate and ramp services.
- Instructed passengers on safety and emergency procedures and answered passenger enquiries.
- Tagged luggage and routed to appropriate location for loading and screening.
- Led timely check-in procedures to facilitate departures in line with schedule.
- Performed boarding gate duties in line with airline schedule.
- Announced flight status updates and information about gate changes over PA system.
- Reviewed passports and travel documentation, issuing boarding passes upon completion.
- Explained airport process to passengers in preparation for next steps.
- Monitored security and maintained operational protocols.

Passenger Service Agent

Stansted Airport | Jun 2019 - Sep 2019

- Spoke clearly to communicate easily with non-native speakers.
- Responded calmly to help distressed, confused or lost passengers.
- Determined level of assistance required for each individual passenger.
- Reviewed passports and travel documentation, issuing boarding passes upon completion.
- Assisted passengers at boarding gates, enabling prompt service and on-time flight departures.
- Directed passengers through immigration, passport control and

Sales Advisor

SELFRIDGES - L.K.Bennett | Oct 2018 - May 2019

- Handled concerns and complaints with care, delivering positive outcomes for continued customer loyalty.
- Used active listening and relationship-building skills to assess customer needs, build rapport and deliver viable solutions.
- Maximised sales opportunities by regularly replenishing stock levels of recently sold products.



- Assisted customers with product returns, converting refund requests into exchange opportunities to maximise store revenue.
- Warmly greeted customers to establish positive first impressions, enhancing in-store experiences.

● **Catering Assistant**

The Studio | Oct 2017 - Jun 2018

- Served food and beverages to dining guests with outstanding customer service.
- Stored clean tableware, platters and chaffing dishes in designated areas after each catering event.
- Cleaned preparation areas thoroughly to avoid cross-contamination.
- Maintained high standards of food hygiene through regular checks of fridge and freezer temperatures.
- Followed prescribed methods of portioning and presentation, consistently meeting customer expectations.

● **Student Ambassador**

Birmingham | Sep 2016 - Jun 2018

- Created unified messaging of public relations efforts in conjunction with advertising campaigns by working closely with marketing peers
- Prepared for public relations presentations and plans by gathering information on business objectives, vision, brand strategy, competition and industry trends
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

Education & Training

2018 - 2019 ● **Birkbeck College University of London**

Master of Science,

2015 - 2018 ● **University of Birmingham**

Bachelor of Arts,

2015 - 2016 ● **Spanish A1/A2-University College Birmingham**

Master of Science in Teaching,