



# EVELINA BOTEZATU

## CONTACT DETAILS

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## INTERESTS & SKILLS

- Strong communication skills
- Customer service experience
- Problem-solving
- Active listening
- Conflict resolution
- Patience & empathy
- Multitasking
- Time management
- Attention to detail
- Teamwork & collaboration
- Adaptability
- Positive attitude

## DESCRIPTION

I am a kind-hearted and motivated individual with excellent communication abilities and a strong willingness to assist others. With valuable experience in customer service, I handle every interaction with professionalism, empathy, and a focus on delivering the best support possible.

## RECENT WORK

### Zara,

TRAINER & CUSTOMER SERVICE ASSOCIATE | 2023

I guided new team members through store policies, daily tasks, customer interaction standards, and product knowledge. My focus was on clear communication, patience, and creating a positive learning environment, while maintaining high customer service standards on the sales floor.

### Starbucks ,

DRIVE-THRU

At Starbucks, I worked as a Drive-Thru Barista, providing fast, friendly, and accurate service to customers. I handled orders, prepared beverages, processed payments, and ensured a smooth flow during busy hours.

## PROFESSIONAL TRAINING

### University of Arts, George Enescu, 2017-2021

BACHELOR OF FINE ARTS IN FASHION DESIGN

Graduated with the class of 2021

### High School, 2014-2017

CERTIFICATE OF FINISH HIGH SCHOOL

Developed strong organizational and communication skills through various school projects and group activities. Built a solid academic foundation and demonstrated responsibility and motivation.