

Sergiu Mihaita Postolache Rusu

Assistant Front Office Manager | Hotel Operations & Hospitality Tech



Personal Info

Email
contact@sergiupostolache.com

Phone
600 89 94 38

LinkedIn
www.linkedin.com/in/sergiu-postolache

Skills

Hotel Operations Leadership
Front Office Team Leadership & Coaching
Guest Service Excellence & Service Recovery
Budgeting and Financial Management
Group, VIP & High-Volume Operations
Room Inventory, Overbooking & Crisis Management
Process Improvement & SOP Implementation
PMS / Oracle Opera Cloud Adoption & Change Management

Software

Opera PMS	★★★★★
Amadeus PMS	★★★★★
Microsoft 365	★★★★★
G Suite	★★★★★

Languages

English	★★★★★
Spanish	★★★★★
Romanian	★★★★★
French	★★★☆☆

Hobby/Interest

Passionate about business, leadership and new technologies.

Enjoy traveling, meeting new people and exploring different cultures.

Enthusiast of working out and healthy eating.

Hospitality management professional with 9+ years of experience at Meliá Hotels International, currently Assistant Front Office Manager at Meliá Castilla, a 900+ room urban hotel. Experienced in leading large Front Office teams, managing complex operations, coordinating high-volume arrivals, groups, VIPs, room inventory and guest recovery in demanding environments. Combines a strong hotel management mindset with a solid interest in hospitality technology, PMS systems, process improvement and digital transformation, including hands-on involvement in the operational rollout and adoption of Oracle Opera Cloud.

Work Experience

2023-01
- present

Assistant Front Office Manager

Melia Castilla - Melia Hotels International, Madrid

- Lead daily Front Office operations in a 900+ room hotel, ensuring service quality, operational continuity, room inventory control and cross-department execution.
- Lead and support a large Front Office team, focusing on standards, coaching, performance follow-up and consistent guest experience delivery.
- Coordinate complex operations involving groups, VIPs, high-volume arrivals/departures, overbooking, flight cancellations and last-minute changes.
- Manage guest escalations and critical incidents under pressure, balancing customer experience, team coordination and business impact.
- Implement and maintain SOPs to standardize execution, reduce operational errors and improve coordination with Reservations, Sales & Events, Housekeeping, Maintenance and Finance.
- Key project: drove the operational rollout and user adoption of Oracle Opera Cloud, translating hotel needs into practical PMS workflows and supporting staff engagement during the transition.

2019-05
- 2022-12

Front Desk Supervisor

Melia Castilla - Melia Hotels International, Madrid

- Supervised front desk operations, ensuring high guest service standards.
- Trained and mentored new front desk agents, enhancing team performance.
- Resolved guest issues effectively and in a timely manner.
- Managed room assignments and inventory to maximize occupancy.
- Assisted in preparing daily reports and managing financial transactions.
- Handled groups management, flight cancellations, overbooking, VIP treatment, and night audits.

2017-06
- 2019-05

Receptionist

Melia Castilla - Melia Hotels International, Madrid

- Managed international corporate and leisure clients, working proactively in a dynamic environment.
- Handled guest check-ins and check-outs efficiently.
- Managed room assignments and group reservations.
- Performed back-office administrative tasks and directed calls through the central telephone system.

Education

2014-09
- 2016-07

Tourism, Hospitality Management. Dual

IES Escuela Superior De Hostelería Y Turismo. Madrid., Madrid

2016-06
- 2017-05

Internship

Hotel Melia Castilla, Madrid

- Reception
- Sales & Events
- Concierge
- Housekeeping

Additional Information

- Available for national and international travel.
- Motivated to grow towards broader hotel management roles.
- Strong interest in hospitality technology, PMS systems, digital transformation and operational improvement.
- References available upon request.