



👤 24 ani  
♂ Masculin  
📍 Chișinău  
💰 15 000 MDL

## Preferințe

- Full-time

## Limbi

- **Română** · Comunicare
- **Rusă** · Fluent
- **Engleză** · Fluent

**Datele de contact sunt contra cost. Detalii aici: <https://www.rabota.md/ro/prices/cv>**

# Customer Support Manager

## Despre mine

- Stress resistant
- Well-mannered
- Good knowledge of Microsoft Office
- Loyal and trustful
- Effective communication

## Experiența profesională

### Head of Customer Support Department · DIGITAL GRUP SRL

*Noiembrie 2021 - Martie 2023 · 1 an 4 luni*

Led and managed a team of customer support agents to deliver exceptional service and support to customers. Developed and implemented strategic initiatives to optimize departmental operations, enhance customer satisfaction, and drive business growth. Oversaw the resolution of escalated customer issues, ensuring timely and effective solutions. Collaborated with other departments to improve overall customer experience and streamline processes. Monitored key performance indicators and implemented performance improvement plans to achieve departmental goals. Provided leadership, training, and guidance to the customer support team, fostering a positive and productive work environment.

### Customer Support Agent · DIGITAL GRUP SRL

*Noiembrie 2019 - Noiembrie 2021 · 2 ani 1 lună*

Customer Support Agent at a US-based Company specializing in selling goods primarily in the US market with an office located in Moldova. Proactively assist customers in resolving inquiries and concerns, ensuring high satisfaction levels and repeat business. Demonstrated exceptional communication skills, empathy, and problem-solving abilities to provide prompt and efficient support. Collaborated with cross-functional teams to address customer needs, contributing to the overall success of the company.

### Shop Assistant / IT Consultant · EXPERT-ONLINE

## SRL

*Mai 2018 - Noiembrie 2018 · 7 luni*

I successfully served as a Sales Agent at a reputable company specializing in selling cellular plans, Ethernet plans, and electronics such as phones, PCs, tablets, and related accessories. Leveraging my exceptional communication and interpersonal skills, I engaged with customers to understand their needs and provided tailored solutions, ensuring customer satisfaction. By actively promoting the company's products and services, I consistently met and exceeded sales targets, contributing to the overall growth and success of the organization. My strong product knowledge and ability to build lasting customer relationships allowed me to effectively showcase the benefits and features of various offerings, fostering customer loyalty

## Studii: Superioare incomplete

### **Moldova State University**

*Absolvit în: 2023*

Facultatea: Economics

Specialitatea: Finance and Banking

### **Tudor Vladimirescu Lyceum**

*Absolvit în: 2019*

Facultatea: General education

Specialitatea: High School Diploma

### **Moldova State University**

*Studiez la moment*

Facultatea: Economics

Specialitatea: Public Finances and Taxation

## Cursuri, training-uri

### **Project Manager Certificate**

*Absolvit în 2022*

Organizator: Academy of Public Administration