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Head of Sales, COO

About me

- Outdoors and Bushcraft
- Martial Arts
- Ancient History
- Ancient Languages
- Reading

Work experience

Chief Operating Officer (COO) · ACTIVE VISIONARY

February 2024 - Present · 10 months

- Operational Strategy Development: Design and implement business strategies to align with the company's long-term goals and objectives.
- Overseeing Daily Operations: Manage the day-to-day operations of the company, ensuring efficiency and quality across all departments, including customer service, sales, and technical support.
- Performance Management: Monitor performance metrics and key indicators to evaluate the company's operational performance and identify areas for improvement.
- Team Leadership and Development: Lead, mentor, and develop department heads and teams to maximize productivity and maintain high standards of work.
- Process Optimization: Identify opportunities to streamline processes, reduce costs, and increase operational efficiency.
- Collaboration and Communication: Work closely with other executives, especially the CEO, to ensure alignment of company goals and seamless communication across departments.
- Budgeting and Financial Oversight: Oversee budgeting, financial planning, and resource allocation to ensure operational objectives are met while maintaining profitability.

Skills: Team Performance Management, B2b

Head of Pre-Sale and Business Development · Energy5

December 2022 - February 2024 · 1 year 3 months

- Create company-wide goals to improve customer experience
- Build a streamlined customer experience across all

👤 36 years

♂ Male

📍 Chişinău

💰 45 000 MDL

TOP Skills

- **Lead Generation, Business Development** · 1 year
- **B2b** · 10 months
- **Team Performance Management** · 10 months

Preferences

- Full-time
- Hybrid

Languages

- **Romanian** · Medium
- **Russian** · Fluent
- **English** · Fluent
- **French** · Elementary
- **German** · Elementary

Driving licence

Category: B

With personal auto

departments

- Gather feedback, such as surveys, from customers to learn more about their experience with the company
- Implementing new scripts
- Controlling Call Centers all over the world
- Developing the strategy of entering new market
- Lead Generation

Skills: Lead Generation, Business Development

Head of Customer Experience · Trek Movers

July 2017 - November 2022 · 5 years 5 months

- Providing trainings for the newcomers
- Implementing new sales processes
- Claims solving, closing yelp complains
- Managing marketing processes, SEO, YELP deals, etc.
- Interviewing potential employees
- Collaborating with freelancers regarding website developing
- Managing office budget, salaries, team buildings
- Managing all long distance and local moves with dispatch team and movers
- Yelp optimization and creating the whole reviews and answering structure
- Increased companies income in three times in 2 years
- Analyzing and implementing new business tactics, performance analysis, sales strategies, market research and competitor analysis

CEO · ECC Know How SRL

July 2016 - September 2022 · 6 years 3 months

- Manage project budget and resource allocation.
- Supervising external and internal processes of the educational center.
- Allocating capital and companies priorities.
- Maintaining awareness of opportunities for expansion, customers, markets, new industry developments and standards.
- Evaluating the success of the organization in reaching its goals.
- Negotiations with other companies for the farther collaboration and development

Business Process and Project Manager · IM FirstLine SRL

August 2014 - April 2015 · 9 months

- Complete the project charter outlining scope, goals, resources, budget and timing
- Develop Project Plans and project schedules
- Create the work breakdown structure to estimate the effort required for each task

- Track and report on project milestones
- Clearly communicate expectations to team members and stakeholders
- Supervising processes in flexo-packaging and developing new strategies to increase team's working efficiency
- Creating new platform increasing printing quality by building strong relations with new repro-houses
- Implementation of new tools in flexo-printing (Flat Top Dot technology)
- Resolve any issues throughout the projects
- Create business process schemes to identify the weak points of the company
- Implementation of the new administration and monitoring system throughout the whole production process

Travel Agent · International Travel Network.

June 2012 - April 2014 · 1 year 11 months

- Negotiating with the airline company representatives
- Browsing and creating reservations in Global Distributional System Apollo
- Sales floor team-leader
- Analyzing new coming contracts and fares for the specific airline companies
- Closing sales on the line with the client
- Specialized in Star Alliance contracts, main destinations: Africa and Asia
- Issuing tickets in GDS Apollo
- Solving all the problems that are connected with the delays and flight cancels

Desired industry

- Management

Education: Higher

ULIM

Graduated in: 2015

Faculty: Management

Speciality: MBA

High Anthropological School

Graduated in: 2011

Faculty: Social Anthropology

Speciality: Social Anthropology

Moldavian State University

Graduated in: 2008

Faculty: Linguistics

