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# Customer Support Agent

## About me

I'm a communicative and goal-oriented professional with experience in customer service. I possess excellent communication skills and strive to create a comfortable environment for resolving customer inquiries. I'm stress resistant, which helps me address problems efficiently even in challenging situations. I'm committed to continuously improving my professional skills and eager to learn new technologies/techniques to enhance the quality of service.

## Work experience

### Sales Manager · Interstroyvent · Remoted

September 2021 - Present · 3 years 6 months

- Develop and implement strategies to increase sales and achieve established KPIs.
- Identify and attract new clients while maintaining long-term relationships with existing partners.
- Conduct negotiations, deliver presentations and prepare commercial proposals.

Skills: Sales and Negotiation Techniques, CRM Systems Proficiency, Product and Market Knowledge, Analytical Skills

### Sales Representative · Blagovest · St.Petersburg, Russia

April 2021 - July 2024 · 3 years 3 months

- Conduct product/service presentations and demonstrations for clients.
- Handle incoming inquiries, consult customers, and provide relevant information about the company's products and services.
- Close deals and achieve monthly and quarterly sales targets.

Skills: Communication Skills, Sales Skills, Negotiation Skills, Product and Market Knowledge

### Sales Representative · Aquaphor Marketing · St.Petersburg, Russia

May 2018 - December 2022 · 4 years 8 months

- Identify and attract new clients, maintain and develop long-

👤 29 years

♂ Male

📍 Chişinău



## TOP Skills

- **Communication Skills** · 8 years
- **Persuasion** · 6 years
- **Interpersonal Skills** · 6 years
- **Customer Service** · 6 years
- **Negotiation Skills** · 6 years
- **Product Knowledge** · 4 years

## Languages

- **Romanian** · Medium
- **Russian** · Native
- **Ukrainian** · Native
- **English** · Communication
- **German** · Elementary

term relationships with existing partners.

- Conduct product and service presentations, provide consultation on the best solutions for clients.

- Achieved and exceeded sales targets by 30% during period.

Skills: Sales Techniques, Market Research, Product Knowledge, Negotiation Skills

**Sales Representative** · ERA Group · St.Petersburg, Russia

*August 2021 - November 2022 · 1 year 4 months*

- Expand the client base.

- Deliver tailored presentations and product demonstrations to potential clients, address their unique needs and offer customized solutions.

- Consistently met and surpassed monthly sales goals.

Skills: Communication Skills, Sales Techniques, Customer Focus, Technical Proficiency

**Promoter/Senior Promoter** · Thermex · St.Petersburg, Russia

*October 2015 - June 2022 · 6 years 9 months*

- Actively present products or services to potential customers, increase sales and brand awareness.

- Participate in the planning and execution of marketing activities such as promotional events.

- Provide consultations on product features, answer questions, and address customer concerns.

Skills: Communication Skills, Interpersonal Skills, Persuasion, Customer Service

**Promoter** · Tera · St.Petersburg, Russia

*October 2015 - September 2017 · 2 years*

- Conduct promotional events and campaigns to increase brand awareness.

- Present products and services to potential customers to attract new buyers.

Skills: Communication Skills, Interpersonal Skills, Customer Service Orientation, Persuasion and Negotiation

**Desired industry**

- Service Staff

**Education: Higher**

**Russian State Hydrometeorological University**

*Graduated in: 2019*

Faculty: Information Systems and Geotechnologies