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# Customer Support Representative / Complaints Manager

## Despre mine

A hard-working, enthusiastic, motivated University Student, working on a master's degree in intercultural management, who works well independently as well as a team-player. Seeking to use my advanced communication skills and working experience to effectively serve your company with a desire of becoming a valuable team member.

Multicultural worldview gained, working in several countries and with diverse nationalities

Hard Skills: Translation, Editing and Copywriting, IT Skills (advanced in MS Office; Keynote; InDesign, Smartcat), Customer Service, Inventory Management.

Soft Skills: Communication Skills, Hard Working, Positive Attitude, Responsible, Time Management and Ability to Multitask, Attention to Details, Reliable

## Experiența profesională

### Complaint's Department Manager · Proovia Couriers

*Decembrie 2022 - Prezent · 2 ani 2 luni*

- Evaluating complaint nature and validity by gathering essential information;
- Keeping customers informed with progress updates and empathetic communication;
- Providing solutions meeting customer needs and company regulations;
- Maintaining records of complaints, resolutions, and any actions taken for accountability and compliance purposes;
- Finding recurring issues, and recommending service/process improvements to prevent future complaints.

### Customer Support Agent · Proovia Couriers

*Septembrie 2021 - Prezent · 3 ani 5 luni*

- Receiving inbound calls and helping customers properly organize the collection/delivery of their goods;

👤 33 ani  
 ♀ Feminin  
 📍 Chișinău  
 💰 15 000 MDL

## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Italiană** · Mediu

- Tracking the in-time payments and registering them in our system;
- Resolving the issues, that may appear during the delivery/collection of our customers' goods;
- Offering initiatives on how to improve the workflow;
- Discovering and presenting mutually agreeable solutions to dissatisfied customers.

### **Customer Support Operator** · AUTODOC GmbH

*Mai 2021 - August 2021 · 4 luni*

- Consulting clients, receiving and processing requests;
- Checking the compatibility of car parts according to technical documents;
- Working with complaints, refusals and wishes of customers, transferring them to the appropriate departments;

### **Translator** · Maya & Stanislav Company SRL (Romania) · Bucharest/Chisinau

*Ianuarie 2018 - Iunie 2020 · 2 ani 6 luni*

- Translation of legal documents from English, and Italian into Romanian;
- Developing contacts and building relationships with clients;
- Preparation of reports/secretary work.

### **SALES CONSULTANT** · VEAIMPEX SRL

*Octombrie 2015 - August 2017 · 1 an 11 luni*

Responsible for consulting the clients, selling, and offering necessary information on the products; weekly inventory of the company's products, maintaining accurate records and reviewing sales performance, aiming to achieve monthly targets; transporting the goods to the shops for sale, receiving the delivery documents.

### **DELIVERY OPERATOR** · TRABO PLUS SRL

*August 2013 - Octombrie 2013 · 2 luni*

Responsible for receiving online and telephone orders, fast online order processing; promoting punctual offers (of the day/month) and maintaining good and clear information on the products, prices and promotions; issuing payment receipts and monitoring deliveries to the customer's destination.

### **CASHIER** · VISTARCOM SRL

*Iunie 2011 - Mai 2012 · 11 luni*

Responsible for greeting the customers, scanning goods and collect payments; handling cash transactions and keeping

reports of cash registers; arranging goods on shelves and monthly inventorying the products; participating in weekly meetings to improve the work schedule.

## **Studii: Superioare incomplete**

### **Moldova State University**

*Absolvit în: 2019*

Facultatea: Faculty of Foreign Languages and Literatures

Specialitatea: English and Italian Applied Languages

### **Moldova State University**

*Studiez la moment*

Facultatea: Faculty of Letters

Specialitatea: Multilingual Communication, Intercultural Management and Business Languages