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# Customer Support Agent

## Despre mine

- Knowledge of foreign languages : English fluently (written and spoken), Russian fluently (written and spoken), Romanian fluently (written and spoken)
- Cold calls
- Computer skills: Experienced user (Microsoft Office, Internet, NetSuite, Sales Force)
- Personal qualities: Responsible, leadership, high efficiency, learning fast
- Excellent communication skills;
- Excellent command of English;
- A flexible and willing to learn person;
- Self-motivated
- Ability to work under stress;
- Used to work Evening/Night Shifts

## Experiența profesională

### **Application Analyst Engineer** · Multidoc Unit SRL

*Aprilie 2022 - August 2022 · 5 luni*

Fixing bugs, Solving Libraries issues

### **Sales Manager** · Social Finance

*Mai 2020 - Februarie 2022 · 1 an 10 luni*

Cold Calls

Negotiation with customers

### **Manager Processing Data** · "Expert Ware" SRL

*Octombrie 2019 - Aprilie 2020 · 7 luni*

- Customer Support
- Solving incoming tickets
- Data Processing

### **Dispatch Manager** · "Glorificator" SRL

👤 37 ani  
♂ Masculin  
📍 Chișinău  
💰 10 000 MDL

## Preferințe

- Full-time

## Limbi

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

*Martie 2019 - Iulie 2019 · 5 luni*

- Customer service and problem-solving
- Assign and contact Drivers, and communicate/confirm assignments, schedules and Customer requests
- Monitor and communicate with field, managers and supervisors of any upcoming challenges or changes in deliveries/scheduling

**Customer Support Agent** · "Elation" SRL

*Iunie 2017 - Iulie 2018 · 1 an 1 lună*

Solving the appeared issues Technical and Financial

- Site management
- Performing User's requirements
- Managing Survey and User's feedback
- Solving appeared issues

**Sales Manager** · "Smart Business Group"

*Septembrie 2016 - Februarie 2017 · 6 luni*

- Negotiation with customers
- Cold calls

**Sales Manager** · SRL "Viximilia"

*August 2014 - August 2016 · 2 ani 1 lună*

- Managing orders
- Solving supplying with the clients
- Office work organization
- Negotiation with the customers

**Manager on Banquets** · " Conrad Dubai " Luxery Hotel · Dubai

*August 2013 - August 2014 · 1 an 1 lună*

- Team leading
- Managing tasks
- Organizing the team work
- Solving conflicts, managing complaints

**English Teacher** · Lyceum Liviu Deleanu

*Septembrie 2011 - Mai 2012 · 8 luni*

Teacher of English Language

**Studii: Superioare**

**Moldavian University of European Studies**

*Absolvit în: 2011*

Facultatea: English Language and Literature and French  
Language

Specialitatea: Filology