



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

# English Speaker

## Despre mine

I am passionate about studying Management and Entrepreneurship.

I read a lot of Psychology, more specifically

Relationship Psychology as I find it to be the most useful one when it comes to creating rapport with other people.

- Responsible.
- Flexible.
- Ambitious.
- Motivated.
- Goal-oriented.
- Friendly.
- Attentive to details.
- Can handle stressful situations very well.- Knowledge/studies in Sales and Management.
- Can work with PC (Word,PowerPoint, Excel) and internet.
- Excellent Romanian and English skills.

## Experiența profesională

### Quality Assurance Representative · KIV TECHNOLOGY GROUP

*Iulie 2021 - Prezent · 3 ani 8 luni*

- Analysing and assessing the quality of the agents' performance.
- Improving the general workflow.
- Coming up with solutions to the issues that were stagnating the profit generating process.
- ◆ Giving agents tips and training sessions on how to be more professional and efficient when presenting our products.

### Customer Support Representative. · New York Furniture Outlet.

*Octombrie 2020 - Mai 2021 · 8 luni*

- Guiding customers who are facing difficulties or who simply need assistance.

- 👤 25 ani
- ♀ Feminin
- 📍 Chișinău
- 💰 5 000 MDL

## Preferințe

- Fără program

## Limbi

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

- Being professional, calm, polite and of course, helpful in stressful situations.
- Solving our customer's problems that are related to our services/product.
- Helping our customers with cancellations/exchanges/refunds.
- ◆ My customers were always satisfied with my assistance, furthermore although they went through a difficult process, they promised to use our services again, and they always did.

### **Sales Manager. · KIVORK**

*August 2018 - Octombrie 2020 · 2 ani 2 luni*

- Generating leads and calling potential customers.
- Convincing clients on why the product we offer is exactly what they are looking for.
- Persuading clients.
- Studying and applying different sales methods/techniques (mostly by Jordan Belfort and Brian Tracy) that lead to a significant profit raise.
- ◆ I always came up with new ideas on how to attract more customers using social media platforms and on how to improve my team's persuasion skills. Also, I managed to hit the monthly profit target every time and even achieved double the amount very often.

### **Studii: Superioare incomplete**

#### **ASEM**

*Absolvit în: 2022*

Facultatea: Stiinte economice

Specialitatea: Business si Administrarea Afacerilor

#### **USM**

*Absolvit în: 2020*

Facultatea: Litere

Specialitatea: Limbi si literaturi straine