



👤 28 ani
 ♀ Feminin
 📍 Chişinău
 💰 40 000 MDL



Preferințe

- Fără program

Limbi

- **Română** · Fluent
- **Rusă** · Comunicare
- **Spaniolă** · Fluent
- **Engleză** · Fluent
- **Olandeză** · Mediu

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

Remote Sales Agent / Insurance Agent / Purchasing Representative

Despre mine

ACROYOGA, COOKING, TRAVELLING, PHOTOGRAPHY, LATIN DANCES

In my spare time, I enjoy meeting up with my friends and family, delighting them with homemade cakes.

Travelling, AcroYoga and Salsa dance inspire me, help me create new connections and find my Zen.

Experiența profesională

Front Desk Representative · Holiday Inn & Holiday Inn Express Amsterdam - Arena Towers · Freelancer
Septembrie 2022 - Februarie 2023 · 6 luni

- Welcomed each new arrival pleasantly and confirmed reservation and identification.
- Verified that personal and payment information on guest accounts was accurate and complete.
- Completed late check-ins and directed guests to rooms and facilities with helpful demeanour.
- Processed new bookings via the AMADEUS system, ensured maximum room occupancy and assisted guests with any special requirements.
- Handled incoming calls on a multi-line phone system and directed them to the correct staff member while answering general information questions as required.
- Improved customer service ratings through prompt responses to requests.
- Resolved service-related problems and documented actions in the system, kept accounts in balance and ran daily reports to verify totals.
- Calculated the final invoices, collected payments and ensured the guests had a pleasant experience.

Rental Sales Agent · Sixt Car Rental at Schiphol

Airport Amsterdam, Netherlands · Amsterdam

Noiembrie 2021 - Noiembrie 2022 · 1 an 1 lună

- Greeted clients as they arrived, provided them with information on their car rental agreement services and collecting payments.
- Created more than 500 contracts/month, exceeded sales targets and generated more than €40k in sales revenue.
- Provided outstanding customer service in all customer interaction situations.
- Prepared rental agreements for customers to sign, reviewed rental agreement with customers, checked the driver's license, identity card and credit card.
- Promoted any additional services (insurance, car upgrades, GPS, prepaid fuel etc.), and handled any questions or concerns as explanation of charges, vehicle features, directions, etc.
- Checked out customer cars and provided them with car keys. Checked in customer cars, inspected incoming vehicles for new damages and reported to the on-duty supervisor. Completed Car exchange requests and extensions in the computer system.

Photo Expert / Sales Advisor · Image Insight - Madame Tussauds - Amsterdam, Netherlands · Amsterdam

Aprilie 2019 - Octombrie 2021 · 2 ani 6 luni

- Approached 1500-2000 guests/day and actively encouraged to have their photo taken.
- Shot 300 pictures per hour, increased 3 times the target per hour and received dozens of compliments from clients.
- Took orders, printed photos, fulfilled guest's photo package while provided excellent customer service and created fantastic experience for every guest.
- Handled payments and refunds at busy cash desk.
- Achieved KPI's, exceeded targets and expectations by remaining motivated.
- Managed photo lab inventory, placing orders for toner, ink and paper when supplies were low.

Sales Assistant · Scalpers Fashion Netherlands B.V - Amsterdam, Netherlands · Amsterdam

Iulie 2018 - Ianuarie 2019 · 7 luni

- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Drove team revenue totals by bringing in over 1000€ in sales.
- Merchandised attractive shelf displays with current offerings to drive store sales.
- Refunded payments for returned items, processed exchanges and offered store credit to achieve

customer satisfaction.

- Processed cash and credit card payments.

Sales Consultant/Beautician · Sakare Luxury Cosmetics Company - Amsterdam, Netherlands · Amsterdam

Noiembrie 2017 - Aprilie 2018 · 6 luni

- Approached more than 70 customers/day, evaluated client needs and recommended treatments to achieve desired result.
- Recommended products based on skin assessment and application preference.
- Demonstrated products to show potential customers benefits and advantages and encourage purchases.
- Negotiated prices with potential customers and closed deals.
- Scanned items, handled cash and credit transfers with accuracy.
- Provided friendly and attentive responses to customer queries and issues.

Buying Representative · Lanius Trading GMBH

Iunie 2017 - Noiembrie 2017 · 6 luni

- Identified new toy vendors of brands such as Lego, Mattel, Hasbro, Playmobil and introduced them in database.
- Interviewed potential vendors, obtained most cost-effective pricing for toy lots, overstocks.
- Established and maintained effective and lasting vendor relationships through dynamic communication, collaboration and intelligent questioning skills.
- Handled 70 calls per day to address customer inquiries and concerns.
- Worked with departments to find new and better items to fulfil diverse needs.
- Accepted and processed supply requests from staff and generated POs.

Market Research Interviewer · Magenta Consulting Company

Ianuarie 2016 - Septembrie 2017 · 1 an 9 luni

- Am realizat sondaje de opinie in teren.

Customer Support Representative · Smashing Team Company

Februarie 2017 - Mai 2017 · 3 luni

- Supported customer questions and issues by gathering data,

analysing needs, evaluating possible resolutions and implementing best solutions.

- Participated in ongoing training to learn new products and enhance skills to improve customer support delivery.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Managed more than 100 inbound/outbound calls and emails per day.
- Provided primary customer support by identifying with technical department the suitable engine for customer's car.
- Provided information about new offers and maximized opportunities to sell car engines.

Studii: Superioare

The Moldova State University

Absolvit în: 2017

Facultatea: Bachelor of Arts: Modern and Classical Languages (Spanish-English)

Specialitatea: Spanish language and literature and English language