



👤 22 years

♀ Female

📍 Chișinău

TOP Skills

- **Participated in ongoing professional development opportunities to expand skill set and stay current on industry best practices for call center operations** · 5 months
- **Provided exceptional customer service when addressing client inquiries or concerns via phone calls or email correspondence** · 3 months

Preferences

- Full-time
- Flexible
- Hybrid
- In-house

Languages

- **Romanian** · Native
- **Russian** · Fluent
- **English** · Communication

Skills

- Ability to quickly learn new software and technologies
- Proficient in computer operations and software

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

Content Manager

About me

Dynamic professional with extensive experience in customer service and office proven ability to resolve customer concerns effectively while maintaining confideing loyalty. Skilled in organizational tasks and adept at creating positive client experiences, also adapting quickly to new methods and sources consistently delivering exceptional service in high-pressure environments.

Work experience

Office Manager · Dnipropack · Chișinău

January 2025 - April 2025 · 4 months

Handled sensitive information with discretion, maintaining confidentiality of company documents and personnel records. Conducted regular inventory assessments of office supplies, ordering necessary items proactively to prevent stock shortages. Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions. Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.

Skills: Provided exceptional customer service when addressing client inquiries or concerns via phone calls or email correspondence

Operator call-center · GazProm · Chișinău

June 2024 - October 2024 · 4 months

Assisted customers by answering questions and responding to inquiries.

Recommended products to customers, thoroughly explaining details.

Demonstrated resilience in high-stress situations, consistently maintaining a calm demeanor and professional tone when assisting challenging customers.

Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.

Skills: Participated in ongoing professional development opportunities to expand skill set and stay current on industry best practices for call center operations

applications

- Proficient in organization techniques
- Effective multitasking and time management using digital tools
- Strong ability to work with databases - spreadsheets and presentation software

Desired industries

- Network Marketing
- IT, Tech
- Office / Secretarial

Education: Specialized secondary

Free International University of Moldova

Graduated in: 2024

Speciality: Foreign languages, international relations and journalism