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QA Manual Tester (ENG)

About me

Results-driven customer service manager with over 5 years of experience in identifying and managing customer needs to improve satisfaction and loyalty. Skilled in streamlining support processes through automation, CRM integration, and rigorous quality assurance management to enhance service reliability and efficiency. Experienced in troubleshooting and debugging complex customer and system issues to ensure smooth operation and quick resolution of challenges.

Work experience

Head of Customer Support · Xor

January 2021 - Present · 4 years 2 months

- Contribute to goal setting for team to align with organizational goals.
- Achieved an 50% improvement in response time by automating the on-boarding process through Hubspot, Trello and Gmail.
- Manage & automate CRM's like Hubspot, Pipedrive and Freshworks.
- Working closely with Development Team and Sprint Planning.
- Provided training for new team members.
- Developed a knowledge base of frequently asked questions and technical support articles that reduced the amount of time required to answer customer inquiries.

Skills: Hubspot, Trello, Twilio, Greenhouse, XML, Lucru în echipă, Abilități de cercetare, Cunostințe avansate de calculator, Multitasking, Adaptabilitate

Customer Success Manager · Xor

June 2019 - January 2021 · 1 year 8 months

- Setup & Debug the Integration between client ATS/CRM and our system.
- Gather customer feature requests and drive their further implementation.
- Proactively track and drive adoption of our software against customer plans.
- Coach, mentor and provide recommendations to customers.
- Handle difficult customer situations and escalations.

👤 29 years

♂ Male

📍 Chișinău

TOP Skills

- **XML** · 5 years
- **Hubspot** · 5 years
- **Greenhouse** · 5 years
- **Twilio** · 5 years
- **Trello** · 5 years
- **Multitasking** · 5 years

Preferences

- Full-time
- Part-time
- Hybrid

Languages

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

Skills

- Fast Learner
- Curiosity
- Adaptability
- Quality Assurance Teste
- Multitasking
- Advanced computer skills
- Ability to Work in a Team
- Debugging
- Trello

- Hubspot

- Act as a conduit of information between our customers and ATS/CRM's.

- Developed a customer health scoring system that accurately identified and addressed customer needs in a timely manner.

Skills: Hubspot, Trello, Twilio, Cloudflare, Postman, Zendesk, Gsuite, Outlook, XML, Greenhouse

Reprezentant Servicii Clienți · International Travel Network

January 2018 - June 2019 · 1 year 6 months

- Comunicarea cu consolidatorii sau companiile aeriene.

- Procesarea schimburilor și a rambursărilor.

- Rambursarea biletelor parțial utilizate și a taxelor.

- Corectarea greșelilor complexe ale agenției.

- Gestionarea comunicării cu clienții în cazurile de returnări.

- Menținerea unui registru curat al cazurilor gestionate prin CMS/e-mail.

- Lucrul cu cereri de investigație incomplete.

Skills: Lucru în echipă, Capacitatea de a lucra sub presiune, Abilități de cercetare, Serviciu și suport pentru clienți, Multitasking, Învățare rapidă, Abilități de comunicare, Adaptabilitate, Atenție la detalii

Desired industry

- IT, Tech