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- 👤 26 ani
- ♀ Feminin
- 📍 Bălți

## Preferințe

- Full-time

## Limbi

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

# Angajată

## Despre mine

Results-oriented and customer-focused professional with a proven track record of success as a Sales Support Specialist at HP. Over the past 4 years, I have developed an in-depth understanding of the sales process and cultivated strong relationships with both internal stakeholders and clients. Known for my exceptional organizational skills and attention to detail, I effectively manage complex sales projects, provide comprehensive support to the sales team, and ensure seamless customer experiences. With my strong communication and problem-solving skills, I excel in fast-paced environments and consistently deliver exceptional results. I am now open to exploring new opportunities and roles where I can leverage my expertise and contribute to the success of a dynamic organization.

Precizez, faptul ca sunt in Bucuresti;

Ma puteti contacta pe adresa mea de e-mail:

- Abilitati de comunicare si de planificare
- Utilizare PC
- Buna cunoastere in sistemul de gestionare Smart Bill
- Utilizare Excel, Adobe Photoshop, Microsoft Office, Microsoft Power Point, Microsoft Word.
- Avaya, I- CARE, CST
- Microsoft Dynamics
- Eclipse
- Power BI

## Experiența profesională

**Sales Support Specialist** · Hp · Bucuresti

*Aprilie 2019 - Prezent · 5 ani 10 luni*

- Monitoring sales agent compensation based on orders delivered/Customer database maintenance for AT, DE, and CH.
- Actively manage and contribute to the HyperX project at HP, a

strategic

initiative focused on enhancing and streamlining payment processes within the organization.

- Provided comprehensive support to the sales team, ensuring the smooth execution of sales processes and customer interactions.
- Collaborated with internal stakeholders, including account managers and product specialists, to gather information and facilitate efficient sales operations.
- Assisted in the preparation of sales proposals, quotes, and contracts, ensuring accuracy and adherence to company guidelines.
- Managed customer inquiries and resolve issues in a timely and professional manner, maintaining a high level of customer satisfaction.
- Utilized CRM/ Eclipse/ Dynamics/ IQ and OCA systems to track and manage customer interactions, sales leads, and opportunities.
- Updated customers and staff on order status through daily communication via email.
- Participated in sales meetings and training sessions to stay updated on product knowledge and industry trends, facilitating effective collaboration with the sales team.
- Proactively identified areas for process improvement and implemented streamlined procedures to enhance sales support operations.
- Assisted in the onboarding and training of new sales team members, ensuring a smooth transition and integration into the sales support processes.-
- Provided remote support to sales teams through virtual platforms like Zoom, facilitating effective communication and collaboration.
- Conducted virtual training and presentations for sales team members, ensuring a comprehensive understanding of products, sales techniques, and best practices.

**Customer Support Specialist** · CGS Bucharest, Romania · Bucuresti

*Septembrie 2019 - Februarie 2020 · 6 luni*

- Provided exceptional customer support to T-Mobile customers, handling a high volume of incoming calls and emails in a fast-paced call center environment.

- Assisted customers with their financial inquiries, including billing inquiries, payment processing, and account adjustments.
- Resolved customer issues and concerns effectively and efficiently, ensuring high customer satisfaction and retention rates.
- Utilized customer relationship management (CRM) systems to accurately and promptly record customer interactions and update account information.
- Performed account audits and reconciliations to ensure accurate billing and financial transactions.
- Collaborated with cross-functional teams, including billing, collections, and finance, to resolve complex customer issues and streamline processes.
- Acted as a subject matter expert for financial-related matters, providing guidance and support to fellow customer support team members.
- Conducted proactive outreach to customers regarding overdue balances, setting up payment plans, and negotiating settlements.
- Contributed to the development and improvement of customer support processes and procedures, making recommendations for enhanced efficiency and customer experience.
- Participated in ongoing training sessions to stay updated on product knowledge, industry regulations, and customer support best practices.
- Met or exceeded key performance indicators (KPIs) and service level agreements (SLAs), ensuring consistent delivery of high-quality customer support.
- Managed remote customer support teams across multiple time zones.

**Assistant Manager** · Puzzle Rooms SRL / Romania, Bucharest · Bucuresti

*Septembrie 2018 - Septembrie 2019 · 1 an 1 lună*

Served as an Assistant Manager at Puzzle Rooms, overseeing operations in an

escape room environment.

- Implemented staffing strategies to secure qualified personnel to meet business demands.

- Managed and facilitated games and parties for children, ensuring a fun and

immersive experience.

- Designed and created engaging and challenging games,

tailored to the specific needs and preferences of different groups.

- Coordinated parties and events in collaboration with colleagues, ensuring seamless execution and customer satisfaction.
- Assumed managerial responsibilities in the absence of the manager, providing guidance and support to team members.
- Conveyed game rules and instructions clearly to participants, maintaining a positive and energetic atmosphere.
- Addressed customer inquiries, feedback, and concerns in a professional and timely manner.
- Kept track of inventory, supplies, and equipment, ensuring availability and proper maintenance.
- Assisted in training new staff members, helping them grasp game concepts, and providing ongoing support.
- Collaborated with the management team to identify areas for improvement and implement strategies to enhance customer experience and operational efficiency.

## **Studii: Superioare incomplete**

### **Colegiul National Ion Neculce**

*Absolvit în: 2018*

Facultatea: Profil Uman / Filologie

Specialitatea: Diploma De Bacalaureat

### **Scoala Gimnaziala Titu Maiorescu Nr 45**

*Absolvit în: 2015*

Facultatea: Gimnaziu

Specialitatea: Elev

### **Academia De Studii Economice**

*Studiez la moment*

Facultatea: ASE

Specialitatea: Marketing

### **Universitatea de Științe Agronomice și Medicină Veterinară**

*Studiez la moment*

Facultatea: Agricultura

Specialitatea: Inginer Agronom