



- 👤 24 ani
- ♀ Feminin
- 📍 Chișinău

Preferințe

- Full-time

Limbi

- **Română** · Elementar
- **Rusă** · Fluent
- **Engleză** · Fluent

Permis de conducere

Categoria: B

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

Sales and Customer Service Manager

Despre mine

I am a self-motivated and reliable person. I am a good communicator and used to working in a team while also being capable of using own initiative. I am skilled in dealing with problems in a resoursful manner and negotiating to achive a beneficial solution.

I dedicate time to my art, being a film photographer and a writer, and to political activism.

I am a very fast learner and always enthusiastic to learn and undertake new challenges.

- Customer Service
- Microsoft Office & Adobe user
- Analysis of Customer Requirements
- Presentation & Negotiation
- Telephone Call Handling
- A Fast learner
- Fluent in English & Russian

Experiența profesională

Administrator · Sunpoint · Saint-Petersburg

Aprilie 2021 - Mai 2022 · 1 an 1 lună

Outline:

Customer facing role, providing a range of advisory services both in person and over the telephone; documentation work.

Key Responsibilities:

- Working with a large number of customers on a daily basis and ensuring complete satisfaction
- Consultations on servives and products, figuring out what is best for every customer and working out a long term solution plan for them
- Handling enquiries and complaints both face-to-face and over the telephone promptly and effectively
- Providing admin duties and record management using Microsoft Office
- Dealing with external parties such as delivery providers
- Transaction processing and cashing up
- Training junior staff members
- Visual merchandising

Key Achievements:

- Created a regular customers database which helped to make our work with clients more personal-oriented for our guests to feel more valued
- Resolved 100% customer complaints
- Have been in Top5 on average check per person statistics for the whole work period

Retail Shop Sales Advisor & Cashier · ИП
Кашкаров М.А. Venus Shop · Saint-Petersburg
Iunie 2019 - Noiembrie 2019 · 6 luni

Key Responsibilities:

- Greeting customers, handling face-to-face enquiries
- Product consultations and queue walking to assist customers pro-actively
- Opening and closing of the store
- Transaction processing and cashing up
- Visual merchandising

Barista Staff · Бабушка печет · Saint-Petersburg
Decembrie 2018 - Mai 2019 · 6 luni

Key Responsibilities:

- Taking customers orders, offering recommendations and providing customers with a daily special options
- Preparing caffeinated beverages to guests
- Consistently keep the bar area clean and sanitary in compliance with health standarts and trade laws

Studii: Medii

ГБОУ СОШ №556 г. Санкт-Петербурга с углубленным изучением английского языка
Absolvit în: 2016