



- 👤 30 ani
- ♀ Feminin
- 📍 Chişinău

## TOP Competențe

- **Coaching individuals to reach their sales potential** · 1 an

## Preferințe

- Full-time
- Hibrid (Oficiu/Acasă)

## Limbi

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

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

# Control calitate și coaching

## Despre mine

One of my main interest is reading but my favourite to go choice is socializing with friends. I also enjoy a good movie even if it's hard to find nowadays.

Self-motivation and organization

Excellent sales and negotiation skills

Excellent communication and 'people skills'

Excellent writing skills

Good planning and organisational skills

The proven ability to work calmly under pressure

## Experiența profesională

### **SALES TRAINER SPANISH/ENGLISH/ROMANIAN** · CitiGroup · Chişinău

*Octombrie 2023 - Martie 2025 · 1 an 5 luni*

Train and educate sales staff from the point of their initial hire and on a continuous, ongoing basis. Coordinate individual and team performance review sessions to discuss strengths and weaknesses. Monitor sales objectives and results.

Competențe: Coaching individuals to reach their sales potential

### **Quality Specialist** · Stefanini GROUP · Chişinău

*Aprilie 2022 - Octombrie 2023 · 1 an 6 luni*

Contact (Call, E-mail, Chat, Ticket) monitoring (soft skills, technical quality, accurate documentation). Schedule and coordinate feedback sessions with the agents. Provide constructive feedback to the SD Engineers and their team leader.

### **Support engineering with Spanish and English** · Stefanini GROUP · Chişinău

*Octombrie 2021 - Aprilie 2022 · 7 luni*

Provide support to clients (via email, chat or phone) regarding technical issues: Internet connectivity issues, emailing options, troubleshooting hardware, software issues;

Log remotely to the client's computer and help them solve software issues. Troubleshoot hardware, software and network related issues.

### **Chat sales agent** · Kivork · Chişinău

*Ianuarie 2021 - August 2021 · 8 luni*

Chat sales agent with Spanish and English.

Interacting with customers by chat, offering various travel options. Providing information about tickets, pricing, flight schedules. Making reservations for customers based on their various requirements and budgetary allowances.

### **TRANSLATOR/ASSISTANT** · Punto Bianco · Chişinău

*Iulie 2018 - Ianuarie 2019 · 7 luni*

Translating from and to Spanish, English, Romanian and Russian. Helping and motivating the patients to understand and follow their prescribed treatment. Quality checking and correcting the marketing advertisement for foreign countries.

### **Quality Specialist** · Tell You"SRL" · Chişinău

*Octombrie 2017 - Iulie 2018 · 10 luni*

Qualify the work of Call Center operators by listening to their calls.

### **Customer Support Operator with Spanish** · ATD TECHNOLOGIES · Chişinău

*Noiembrie 2016 - Aprilie 2017 · 6 luni*

Solving any customer delivery issues immediately via phone, email, live chat.

## **Domeniul dorit**

- IT, Tech

## **Studii: Superioare**

### **Universitatea Hyperion, Bucuresti**

*Absolvit în: 2021*

Facultatea: Facultatea de Jurnalism și Științe ale Comunicării

Specialitatea: Masterat

### **Universitatea Libera Internationala din Moldova**

*Absolvit în: 2018*

Facultatea: Limbi straine  
Specialitatea: Traducator