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Angajat in Vanzari, Call-Centru, IT,

Despre mine

- Team collaboration skills
- Proficient in customer service
- Sales abilities
- Adaptability to meet diverse expectations
- Self-organization and motivation
- Proactive and persistent attitude

Experiența profesională

Travel Agent · Unipro Solutions SRL

Aprilie 2023 - Octombrie 2023 · 6 luni

- Execute sales strategies for airline tickets and itinerary creation.
- Establish and nurture relationships with clients, travel agencies, and individuals.
- Contribute to achieving team revenue targets through active sales efforts.
- Stay informed on airline products, fare structures, and industry regulations.
- Analyze sales data and market trends to support decision-making.

Operations Manager · NovaLines INC.

Aprilie 2022 - Noiembrie 2022 · 8 luni

- Cultivating positive relationships with drivers.
- Creating daily work and run schedules.
- Receiving, prioritizing, and processing customer orders through phone, email, and fax.
- Issuing precise instructions to drivers regarding material placement.
- Coordinating pickup and delivery schedules for all company drivers.

Consultant IT · Ministerul Afacerilor Externe și Integrării Europene

- 👤 37 ani
- ♂ Masculin
- 📍 Chișinău
- 💰 20 000 MDL

Preferințe

- Full-time

Limbi

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

Mai 2021 - August 2021 · 4 luni

- Enrolling Microsoft 365 stations and ensuring seamless integration.
- Offering expertise in optimizing Microsoft 365 tools and functionalities.
- Developing and implementing customized IT solutions to address specific requirements.
- Ensuring compliance with IT policies and standards while promoting efficiency and innovation in technology utilization within the organization.

Recruitment consultant · GRM Contractors

Decembrie 2020 - Aprilie 2021 · 5 luni

- Attracting potential candidates for construction-related positions.
- Utilizing various recruitment channels to source and identify potential candidates.
- Collaborating with hiring managers to comprehend specific job requirements and team dynamics.
- Developing and implementing innovative recruitment approaches to enhance candidate sourcing and selection processes.
- Contributing to the overall success of the recruitment team by meeting and exceeding performance targets.

Agent Concierge Department · International Travel Network

Noiembrie 2017 - Aprilie 2020 · 2 ani 6 luni

- Handling incoming calls from new customers.
- Providing assistance with additional services offered, such as hotel accommodation, car rental, cruise tours, etc.
- Coordinating and arranging travel plans for sightseeing and other tours.

Operations Manager · DPSTruck.com

Iunie 2017 - Noiembrie 2017 · 6 luni

- Cultivating positive relationships with drivers.
- Creating daily work and run schedules.
 - Receiving, prioritizing, and processing customer orders through phone, email, and fax.
 - Issuing precise instructions to drivers regarding material placement.
 - Coordinating pickup and delivery schedules for all company drivers.

Travel Agent · International Travel Network,

Iunie 2015 - Mai 2017 · 1 an 11 luni

- Execute sales strategies for airline tickets and itinerary creation.
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- Contribute to achieving team revenue targets through active sales efforts.
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Key Account Manager · StarNet Solutions SRL

Decembrie 2014 - Aprilie 2015 · 5 luni

- Promoting and selling the company's services.
- Establishing new contracts or upselling to existing ones.
- Retaining and managing client relationships within the company.
- Assisting customers with inquiries related to their contracts.
- Conducting three monthly check-in calls with borrowers.
- Addressing and resolving tasks from the Call Center and other departments.

Operator Call-Center · StarNet Solutions SRL,

Iunie 2012 - Decembrie 2014 · 2 ani 6 luni

- Answering calls from the company's customers.
- Assisting customers with inquiries or forwarding information to the appropriate department.
- Maintaining a friendly attitude in all interactions, especially during conflict situations.

Casier · B.C. "EuroCreditBank" S.A

Martie 2010 - Octombrie 2010 · 8 luni

- Conducting currency exchanges.
- Processing payments for municipal services.
- Handling card transactions.
- Facilitating money transfers using online services.

Studii: Superioare

Moldova State University

Absolvit în: 2009

Facultatea: Economics

Specialitatea: Finance and Banking