



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

👤 25 ani
 ♀ Feminin
 📍 Chişinău
 💰 5 000 MDL

Preferințe

- Fără program

Limbi

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

English Speaker

Despre mine

I am passionate about studying Management and Entrepreneurship.

I read a lot of Psychology, more specifically

Relationship Psychology as I find it to be the most useful one when it comes to creating rapport with other people.

Experiența profesională

Quality Assurance Representative · KIV TECHNOLOGY GROUP

Iulie 2021 - Prezent · 3 ani 5 luni

- Analysing and assessing the quality of the agents' performance.
- Improving the general workflow.
- Coming up with solutions to the issues that were stagnating the profit generating process.
- ◆ Giving agents tips and training sessions on how to be more professional and efficient when presenting our products.

Customer Support Representative. · New York Furniture Outlet.

Octombrie 2020 - Mai 2021 · 8 luni

- Guiding customers who are facing difficulties or who simply need assistance.
- Being professional, calm, polite and of course, helpful in stressful situations.
- Solving our customer's problems that are related to our services/product.
- Helping our customers with cancellations/exchanges/refunds.
- ◆ My customers were always satisfied with my assistance, furthermore although they went through a difficult process, they promised to use our services again, and they always did.

Sales Manager. · KIVORK

August 2018 - Octombrie 2020 · 2 ani 2 luni

- Generating leads and calling potential customers.
 - Convincing clients on why the product we offer is exactly what they are looking for.
 - Persuading clients.
 - Studying and applying different sales methods/techniques (mostly by Jordan Belfort and Brian Tracy) that lead to a significant profit raise.
- ◆ I always came up with new ideas on how to attract more customers using social media platforms and on how to improve my team's persuasion skills. Also, I managed to hit the monthly profit target every time and even achieved double the amount very often.

Studii: Superioare incomplete

ASEM

Absolvit în: 2022

Facultatea: Stiinte economice

Specialitatea: Business si Administrarea Afacerilor

USM

Absolvit în: 2020

Facultatea: Litere

Specialitatea: Limbi si literaturi straine