



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

Coordonator Proiect, HR

Despre mine

Sociabila, pasionata de calatorii, lectura, arta, dans.

- utilizator increzut PC, Microsoft Office, SAP, Microsoft Navision
- cunoasterea legislatiei RM
- eficient in conditii de stres
- spirit de echipa
- abilitati excelente de comunicare

Experiența profesională

Head of Moldova Operations · Global Information Consulting Group, Residence and Citizenship solutions · Chișinău

Ianuarie 2019 - Februarie 2020 · 1 an 2 luni

- Guided all the clients through the Moldova Citizenship by Investment Program (MCBI)
- Investigated and established all the steps of Moldova legalization process of the civil certificates issued by foreign countries which are not members of Hague convention
- Was in charge to set up the office, signed the contracts with all the necessary suppliers in order to meet the clients expectations
- Managed the entire submission process of the MCBI applications forms and supporting documents, etc.

Customer service manager · Next Trade SRL · Chișinău

Noiembrie 2017 - Iulie 2018 · 8 luni

- Organized and monitored the entire sales process, an end to end operations.
- Closely followed-up all the orders approaching the delivery dates searched for solutions in case of delays.
- Generated Credit Notes, registered in Admin all the payments received from the Customers.
- Solved issues with the Accounting Department concerning refunds to the Customers (such cases as an overpayment, payment in advance, bad quality of the product, etc.
- Followed-up all the Customer's debts and reminded them about deadlines.

👤 36 ani
♀ Feminin
📍 Chișinău
💰 11 000 MDL

Preferințe

- Full-time

Limbi

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

Permis de conducere

Categoria: B
Cu automobil personal

Customer expert · Katoen Natie · Chişinău

Martie 2016 - Iunie 2017 · 1 an 4 luni

- Backup of team leader tasks
- Provided support to our customers
- Handled import and export flow
- Processed files in both systems, the company's system and our client's system (SAP)
- Provided training and support for the new employees
- Knowing all aspects of the process flow inside-out
- Handled customer complaints, investigated the root cause and implemented preventive actions, etc.

Data processing operator · Katoen Natie · Chişinău

Aprilie 2015 - Martie 2016 · 11 luni

- Fluent in day-to-day activities
- Accurate entered of data in the company's database
- Identified possible inefficiencies in the flow and setup
- Familiarized with all the company's programs, internal organization, setup, etc.
- Learned all the standard operational processes that took place: warehouse and silo activities
- Accomplished daily tasks by the team leader, etc.

Specialist · Ministerul Justiției · Chişinău

Noiembrie 2012 - Aprilie 2015 · 2 ani 6 luni

Asigurarea mentinerii Registrului de stat al actelor juridice al RM in stare de control prin dezvoltarea, actualizarea si pastrarea integritatii.

Prestarea asistentei juridica informationala organelor centrale de specialitate, ale administratiei publice si instantelor judecatoresti, acordarea asistentei metodologice si de instruire in vederea exploatarii sistemului unic de stat de prelucrarea informatiei juridice.

Studii: Superioare

Universitatea de Stat din Republica Moldova

Absolvit în: 2013

Facultatea: Facultatea Drept

Specialitatea: Drept

Cursuri, training-uri

Coaching si feedback pentru performanta

Absolvit în 2013

Organizator: Ascendis

Managementul Proiectului

Absolvit în 2013

Organizator: Ascendis

Cursuri ale Academiei Politice

Absolvit în 2013

Organizator: Fundatia Konrad Adenauer