



32 ani  
 Masculin  
 Chişinău  
 20 000 MDL  
 f

## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Poloneză** · Comunicare
- **Ucraineană** · Comunicare

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

# Team Leader

## Despre mine

The ability to work efficiently under pressure, which we acquired in carrying out a project that had to be 1 week before the deadline set.

- Creative thinking - in creating Newsletters for the company's website, when with the basic knowledge in HTML / CSS3 I had to prepare the weekly content.
- HTML5 / CSS3 - elementary level - 3 years experience - writing Newsletters, uploading site content, setting widgets, teasers, using the back-office application of the company's website.
- Preparation of graphic content for the designer.
- Participation in the development of marketing strategies
- Participation in the development of promotional campaigns.
- Brand promotion on social networks.
- Elaboration, writing, editing texts.
- Translation and implementation of interface elements of the site.

## Experiența profesională

**Trust and Safety Analyst** · Webhelp România · Peste hotare

*Aprilie 2024 - Prezent · 1 an 8 luni*

Trust and Safety analyst with Polish

**Team Lead Contact Center** · IGT Solutions · București

*Februarie 2022 - Aprilie 2024 · 2 ani 3 luni*

- Real time support for 10+ agents.
- QA
- Coaching.
- Reports about performance and opportunities
- Team meetings

**Ship-to-bill Analyst (Project based)** · HCL Technologies · Sofia

*Iulie 2021 - Octombrie 2021 · 4 luni*

- ExxonMobil customer service
- Billing
- Picking
- Interaction between customer and other departaments

**Russian & English Customer Experience Specialist** · Telus International · București

*Noiembrie 2020 - Iunie 2021 · 8 luni*

- Assisting clients with booking in Airbnb.
- intermediate between hosts and guests
- Provide answers to any questions.
- Work with complaints of guests and hosts, analysis of the problem and provide the appropriate solutions and answers

**SENIOR COSTUMER SUPPORT SPECIALIST** · IGT SOLUTIONS · București

*Iunie 2019 - Noiembrie 2020 · 1 an 6 luni*

- Assisting clients with booking in any Radisson Hotel Group hotel.
- Assess and address their needs during their stay
- Provide answers to any question about his reservations in real time.
- Work with complaints of guests, analysis of the problem and provide the appropriate solutions and answers
- Support for guests participating in the membership program, with everything from problems with an account to upgrade your account, points and promotions.

**MARKETING ASSISTANT** · Favbet Romania · București

*Mai 2016 - Iunie 2019 · 3 ani 2 luni*

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## **Studii: Superioare incomplete**

**Universitatea Alexandru Ioan Cuza**

*Absolvit în: 2016*

Facultatea: Istorie

Specialitatea: Istorie