



👤 30 years

♂ Male

📍 Chişinău

in

TOP Skills

- **Humanitarian actions** · 3 years
- **Project Development** · 3 years
- **Success Driven Person** · 3 years
- **Sales Ceremony** · 3 years
- **VIP Clients** · 3 years
- **Made to Measure** · 2 years

Preferences

- Full-time

Languages

- **Romanian** · Fluent
- **Russian** · Communication
- **Italian** · Fluent
- **English** · Fluent

Driving licence

Category: B

With personal auto

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

Project Manager, Department Manager, Assistant Manager, Retail Area Manager, Commercial Director

About me

I bring a diverse background in humanitarian project management and luxury retail leadership. My recent work focuses on protection and rights-based support for vulnerable populations, following earlier experience coordinating transportation department and logistics in the humanitarian sector. With over a decade in retail, I progressed from Sales Assistant to Team Manager, developing strong skills in customer service, team management, and operational efficiency. This combination of humanitarian and commercial experience allows me to lead with both empathy and structure in dynamic environments.

Work experience

Project Supervisor · ACTED · Chişinău

May 2023 - Present · 2 years 5 months

As a Project Supervisor within the Protection Case Management team, I play a key role in the planning, development, and implementation of all activities under the Protection portfolio. My responsibilities include coordinating with my team which include 7 Protection case-workers and Project Manager to ensure that programming is responsive to identified needs and aligned with organizational objectives and donor requirements. I proactively identify opportunities for collaboration and coordination with other humanitarian actors, local authorities, and relevant stakeholders, with the aim of strengthening referral pathways and ensuring comprehensive protection support for vulnerable populations.

In addition, I support the preparation of internal and external reports, ensuring that all

documentation adheres to ACTED's internal procedures and complies with donor reporting standards. I also contribute to the recruitment process for Protection field staff, participating in candidate evaluations and selection to ensure the hiring of

qualified and committed team members.

A core part of my role involves organizing and supervising the daily work and schedules of the Protection Case Workers, ensuring effective caseload management, timely service delivery, and adherence to protection principles. Through consistent coordination, technical guidance, and performance monitoring, I support the team in maintaining highquality protection responses across all operational sites.

Skills: Humanitarian actions, Project Development, Project Management, Team Management

Project Officer · ACTED · Chişinău

April 2022 - May 2023 · 1 year 1 month

As a Project Officer in transportation department, I was responsible for supervising and coordinating the daily work schedules of the assistant staff based in Palanca, ensuring efficient task allocation and smooth workflow. I managed border transportation logistics and responded to special requests, including urgent or non-routine transport needs, maintaining close communication with stakeholders to ensure timely execution.

In addition to operational coordination, I prepared detailed daily and monthly reports to support both the logistics and finance departments, providing accurate data for monitoring and decision-making processes. I also assisted the Project Manager in drafting comprehensive work plans, ensuring that all technical information related to project activities was accurate and aligned with overall objectives.

My role further involved overseeing the administrative and operational management of activity implementation. This included ensuring compliance with internal procedures, managing timelines and resources, and supporting the seamless execution of project components in accordance with established goals and quality standards.

Skills: Humanitarian actions, Project development

Department Manager · Dolce&Gabbana Srl · Milano (IT)

October 2019 - December 2021 · 2 years 3 months

As a Department Manager, I play a key role in balancing financial responsibility, operational flexibility, and people-focused leadership, all working together to support the overall success of the business.

I manage budgeting, forecasting, and financial analysis. By monitoring things, I can adjust strategies to meet our goals, making sure everything aligns with company objectives, whether it's scaling up for seasonal promotions or optimizing staff schedules during busy times.

I analyze feedback and sales data to spot where we might be losing customers, then create targeted initiatives like loyalty programs or exclusive offers to keep them engaged.

These efforts don't just protect revenue, they also help me plan smarter when ordering seasonal products. I work closely with

buyers to ensure our product assortment reflects past performance and current trends, maintaining a balance between brand standards and profitability.

Leading my team is at the core of everything I do. I handle performance reviews, and staff development to build a strong, high-performing team.

I work closely with the marketing team to co-lead campaigns, using my frontline understanding of customer behavior to ensure our promotions hit the mark.

I have control over the layout and visual displays on the floor, blending creativity with commercial strategy to increase foot traffic and boost conversion rates, while staying true to global brand guidelines. I also lead the testing of new tools, such as virtual store, or CRM systems, and make sure my team is properly trained to use them. This helps us stay ahead by combining innovation with real-world usability.

During my time at Dolce & Gabbana, I had the opportunity to take on long-term work

transfers (3–4 months) to summer resort locations such as Porto Cervo (Sardinia) and the

island of Capri, where I worked both as a Sales Assistant and later on as a Boutique Supervisor.

Skills: Business Planning, KPI's, Retail Management, Retail Commerce

Senior Sales Assistant · Dolce&Gabbana SRL · Milano (IT)

June 2016 - September 2019 · 3 years 4 months

In my role as a Senior Sales Assistant, I focus on delivering a high-quality, customercentered

experience by actively listening to and addressing complex client needs, including those of VIP and high-value customers. I provide tailored solutions that reflect their individual preferences, building lasting relationships and reinforcing customer loyalty.

To support overall team performance, I design and lead training programs for junior staff,

focusing on active listening, product knowledge, and trust-building techniques. Alongside formal training, I mentor team members on effective upselling and cross-selling strategies, while encouraging continuous improvement in customer engagement.

I work closely with the visual merchandising team to develop engaging in-store displays that align with seasonal campaigns and drive sales performance.

I generate detailed weekly and monthly performance reports, tracking individual product lines to identify bestsellers and slower-moving items. When the manager is absent, I step in as acting supervisor, overseeing daily store operations and staff scheduling to ensure business continuity and a smooth customer experience.

Skills: Success Driven Person, Sales Ceremony, VIP Clients

Client Advisor · EZI S.p.a - Ermenegildo Zegna Italia
· Milano (IT)

December 2013 - May 2016 · 2 years 6 months

As a Sales Assistant, I am committed to delivering exceptional customer service by attentively identifying individual client needs and providing tailored product recommendations. My focus is on empowering customers to make well-informed purchasing decisions, while fostering trust and ensuring a positive overall experience. I address any client concerns or complaints with empathy, patience, and professionalism, always aiming to reach a constructive and respectful resolution.

To support this customer-focused approach, I maintain comprehensive knowledge of the store's product range, which allows me to provide accurate information and confidently recommend suitable alternatives or complementary items, enhancing the customer journey and contributing to sales growth through strategic upselling and cross-selling. I ensure that transactions are processed efficiently and accurately, promoting a smooth and pleasant shopping experience.

In addition to customer service, I take pride in maintaining a clean, organized, and visually appealing sales floor. I proactively monitor stock levels and coordinate timely replenishment of popular or low-stock items, helping to ensure consistent product availability and supporting the overall operational success of the store.

Skills: Made to Measure, Sales Processes, Fashion Retail

Sales Assistant · Giorgio Armani S.p.a · Milano (IT)

August 2013 - November 2013 · 4 months

As a Sales Assistant, I prioritize understanding each customer's needs by actively listening and offering personalized product advice and recommendations. My goal is to support clients in making confident, informed purchase decisions while building trust and ensuring overall satisfaction. When concerns or complaints arise, I handle them with patience, empathy, and professionalism, always striving for a positive and respectful resolution. To provide the best service possible, I maintain in-depth knowledge of all store products, enabling me to give accurate information and confidently suggest alternative options or complementary items that enhance the shopping experience and boost sales through effective upselling and cross-selling. I also ensure each transaction is handled

smoothly and efficiently, contributing to a seamless customer journey. In addition, I take care to keep products well-stocked, clean, and attractively displayed, creating a welcoming environment for shoppers.

Skills: Customer management

Desired industries

- Top Management
- Sales / Retail
- Public Functions

Education: Higher

ULIM- Universitatea Liberă Internațională din Moldova

Graduated in: 2021

Faculty: Facultatea Științe Economice

Speciality: Business & Administrare