



31 ani  
 Masculin  
 Chişinău  
 30 000 MDL

## Preferințe

- Full-time

## Limbi

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

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

# Technical Support Agent

## Despre mine

I am an GDS specialist with holistic knowledge of the system in airline ticketing, software and hardware skills. I am also experienced in hotel field as guest relation/receptionist representative

My hobby is computer games, traveling, and watching thrillers movies.

GDS Travel Network

Customer Support Assistance

ARC knowledge

Software and Hardware Abilities

Refunds and Exchange

Airline Communication

## Experiența profesională

### Technical Support Agent · Kivork · Chişinău

*Octombrie 2021 - Prezent · 3 ani 8 luni*

Refund of the airline tickets

Exchange of the airline tickets

Issuing the brand new ticket's

Speacial Assigments.

Understanding of the carrier fare rules (contracts)

### Schedule Change Agent · Kivork · Chişinău

*Ianuarie 2020 - Octombrie 2021 · 1 an 9 luni*

Communication with the customers and the airline companies.

Solving the issues

Patience and a Positive Attitude

Refund and exchange of the airline tickets.

### Guest Relation · Spice Hotel &SPA

*Iunie 2017 - Octombrie 2017 · 4 luni*

Solving the customers issues.

Party and Events planning

Extra Service assistance (car rent, guiding, upgrading the room)

### **Waiter · Spice Hotel &SPA**

*Iunie 2015 - Septembrie 2015 · 4 luni*

Serving the clients within the VIP Restaurant.

Clean maintenance at work.

Knowledge of foreign languages (Russian, English, Turkish).

Kindness in communication and help.

Active and energetic with colleagues and clients.

## **Studii: Superioare**

### **Institute of International Relations of Moldova |**

*Absolvit în: 2019*

Facultatea: Limbi Moderne

Specialitatea: Traducator Simultan/Consecutiv

### **College of Microelectronics and Computing**

*Absolvit în: 2014*

Facultatea: Masini si aparate de uz Casnic

Specialitatea: Technician