



27 ani
 Feminin
 Chişinău
 14 000 MDL

Preferințe

- Full-time

Limbi

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

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

Manual QA

Despre mine

Ability to multi-task,

- Detecting and solving problems,
- Excellent telephone and customer service skills,
- Ability to prioritize tasks and to manage time effectively,
- Organization skills,
- Work ethics,
- Complaint management,
- Language fluency in Romanian, Russian and English.

Experiența profesională

Senior Sales Executive · Balls Brothers London
Octombrie 2022 - Martie 2023 · 5 luni

Managing and developing new customers, building a strong relationships and also maintaining a healthy relationships with the existing clients.

- Handling client's complaints and resolve them in a timely manner.
- Handling phone calls, emails and social media (Instagram, LinkedIn).

Truck dispatcher · Connect Express USA · Chişinău
Martie 2022 - Septembrie 2022 · 7 luni

Scheduling drivers to make freight deliveries or collect shipments and packages.

- Communicating with broker about freight details, delivery or pickup times, and special handling requests.
- Sound judgment and critical thinking in solving problems (truck repairs, delivery delays or changes, no show drivers)
- Planning pre-determined routes and accommodating route

changes as needed.

- Preparing dispatch documents, as well as generating freight bills and invoices.
- Maintaining records of dispatched calls, driver routes, route changes, as well as delivery and pickup times,
- Keeping track of transportation regulations and laws to ensure that truck drivers comply.
- Checking drivers' logs and make sure there is no violation.
- Reviewed all paperwork passing through dispatch before sending delivery to confirm accuracy.
- Gave directions to drivers to help in finding client's addresses.
- Verified shipping destinations were accurate on maps to avoid drivers getting stranded.

costumer service · Ciao Bella, · Londra, UK

Septembrie 2018 - Martie 2022 · 3 ani 6 luni

Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.

- Listened to individual complaints with open mind and asked detailed questions to understand issues, handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Handled 4 food delivery platforms: Just eat, Uber eats, Deliveroo and our own platform Flipdish, received orders over the phone and in front of the house, managed the routes for the drivers so that the orders arrived on time.
- Mentored junior team members to deliver outstanding service for continued customer satisfaction.
- Was always available to help and to support the team when they were in need even on my days off.

Studii: Superioare incomplete

ASEM

Absolvit în: 2019

Facultatea: Drept

Specialitatea: Drept