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Project Manager / Compliance / Analyst

About me

I am seeking a company where I can apply all my experience, my energy, and passion to make a meaningful difference. I aim to thoroughly understand processes and optimize operations to ensure overall business improvement.

I enjoy working with numbers and statistics, discovering patterns and explanations behind various phenomena. I believe these insights can be effectively used to improve existing processes.

Work experience

Compliance Manager · Business Plane Group · Chişinău

October 2024 - Present · 9 months

Currently I'm handling a hybrid position of Business Analyst and Compliance Manager with the following tasks:

- Tracking, analyzing, and sharing Daily, Weekly, and Monthly KPIs for the Operations Team, and leading weekly meetings to present the company's performance metrics from the previous week, discuss faced issues and potential improvements
- Managing a diverse range of internal reports (KPIs, Operations Team effectiveness, client and manager statistics), optimizing existing reports, and creating new reports either by need or when requested by higher management
- Investigating unusual statistical trends, determining root causes, and providing clear explanations
- Leading meetings to present data, highlight trends, discuss issues, and identify opportunities based on current statistics
- Using statistical insights to recommend improvements, monitor employee KPI performance, analyze reasons for underperformance, and track eligibility for bonus systems
- Ensuring compliance with internal processes, policies, and regulations
- Facilitating smooth communication between departments, serving as the first escalation point for issues, and resolving them promptly
- Maintaining, updating, and creating policies, internal documents, and role profiles, while keeping employees informed of changes through meetings, emails, and other communications
- Verifying completed missions in the internal system, ensuring

👤 28 years

♂ Male

📍 Chişinău

💰 1 400 EUR

in 🌐

TOP Skills

- **Communication** · 6 years
- **Task Management** · 6 years
- **Problem Solving** · 5 years
- **Active Listening** · 4 years
- **Attentive to Details** · 3 years
- **Analytical Thinking** · 2 years

Preferences

- Full-time
- Flexible
- In-house
- Hybrid
- Remote

Languages

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

Skills

- Business Statistics
- Analytical Thinking
- Communication
- Microsoft Excel
- Task Management

data accuracy before closing and forwarding for billing by the Accounting Department

- Assisting higher management with various tasks using statistical insights, such as creating optimized employee schedules that consider experience and shift compatibility
- Handling complaints from customers, suppliers, and OBCs, aiming to find mutually beneficial solutions
- Optimizing current processes and proposing new workflows to enhance operational efficiency; drafting relevant policies and documents to support these changes
- Handling Corrective Action Reports

Skills: Planning, Compliance, Microsoft Office, Problem Solving, Task Management, Communication, Analytical Thinking

Accounts Receivable · IG Team · Chişinău

July 2023 - October 2024 · 1 year 4 months

- Billing clients
- Double-checking billing-related information to ensure accuracy and prevent issues caused by incorrect inputs from other departments
- Identifying and resolving billing issues through communication and collaboration with other departments
- Filling out and maintaining internal Google documents to track various billing processes, while optimizing and creating new files to improve operational efficiency, accelerate workflows, and effectively address new challenges or issues
- Preparing weekly reports, including accounts AP/AR statistics, lists of past-due client invoices, and reports for the sales team to escalate cases where clients are unresponsive
- Managing daily payment status by manually sending invoice reports to clients with past-due balances via email, and following up with phone calls if no response is received to ensure delivery
- Working daily with a Factoring Company, entering relevant data from their reports, preparing internal reports, and monitoring the account balance within their system to maintain accurate AP/AR tracking of company's balance
- Temporarily performing my supervisor's duties during their vacation or sick leave
- Training new employees in the Accounting Department

Skills: Microsoft Office, Task Management, Communication, Attention to Details, Independence, Analytical Thinking, Microsoft Excel

Operations Manager · Business Plane Group · Chişinău

September 2022 - June 2023 · 10 months

- Receiving and processing client requests via email or chat
- Creating tailor-made solutions for time-critical logistics operations
- Preparing quotes from scratch, including itinerary planning, courier finding, price negotiating, flight ticket issuance, customs

coordination, and end-to-end delivery arrangements (first and last mile) tailored to the client's specific needs

- Negotiating quote prices with clients to align with their budget and operational targets
- Actively monitoring ongoing missions to ensure smooth execution, resolving issues in real time, preventing problems related to documentation, scheduling, collection, or delivery, and providing constant updates to customers
- Using internal systems to search for, evaluate, and approve new OBCs for operational use
- Providing real-time guidance to OBCs during missions to avoid complications and errors, and offering assistance with relevant topics such as contract terms or billing processes
- Maintaining close coordination with other departments to ensure cross-functional effectiveness, as each action may impact overall operations
- Communicating regularly with clients, suppliers, and consignees to provide mission updates and resolve any issues promptly
- Entering accurate mission data into internal systems for billing, reporting, and statistical tracking
- Consistently meeting daily, weekly, and monthly KPIs
- Working across various teams to gain experience and work for clients from global markets including Europe, Mexico, the USA, Asia, Africa, and the CIS region

Skills: Analytical Thinking, Independence, Team Work, Time Critical, Task Management, Planning, Communication, Problem Solving

Sales Manager · United Team (Uteam) · Chişinău
March 2022 - July 2022 · 5 months

- Making outbound calls to potential clients to identify their needs, promote the company's products and services, and close deals while maintaining a high level of customer's satisfaction
- Handling objections from potential clients and resolving any concerns effectively
- Meeting or exceeding internal KPIs consistently

Skills: Problem Solving, Active Listening, Communication

Customer Support Expert · Teleperformance(Direct Star) · Kazan
May 2018 - February 2022 · 3 years 10 months

- Providing customer support to both domestic and international clients, troubleshooting and guiding them on the use and maintenance of IQOS products
- Handling inbound calls, making outbound calls, and managing customer interactions via chat and email
- Ensuring high customer satisfaction by delivering calm, polite, and engaging communication
- Coordinating with our main client and managing daily and monthly reports related to Health Risks Complaints

- Communicating with branches in other countries to ensure smooth operations and international assistance of our customers
- Training new agents to enhance team performance
- Managing dissatisfied clients and claims by actively seeking solutions to address their needs and complaints

Skills: Task Management, Problem Solving, Attentive to Details, Active Listening, Communication

Desired industry

- Management

Education: Higher

Free International University of Moldova

Currently studying

Faculty: Litere

Speciality: Interpreter English / German languages