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# Customer Support

## Despre mine

### DIGITAL SKILLS:

Outlook / Social Media / Google Docs / Microsoft Excel / Microsoft Powerpoint / Google Drive /

Skype / Microsoft Word / Prezi / Adobe Photoshop (basic elements)

- 👤 31 ani
- 👤 Feminin
- 👤 Chișinău
- ✉ 20 000 MDL

## Preferințe

- Part-time

## Limbi

- **Română** · Mediu
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Spaniolă** · Mediu

## Experiența profesională

### **Customer Support** · «Digital Grup SRL» · Chișinău

*Aprilie 2019 - Octombrie 2023 · 4 ani 6 luni*

- Managing large amounts of incoming phone calls, emails and Live Chat messages;
- Resolving customer complaints;
- Taking orders or processing payments over the phone;
- Handling returns and exchanges;
- Answering customer questions about the company, products, services and policies;
- Additional responsibilities related to Chargeback claims posted by customers: organization and track of the dispute data, resolving disputes by providing the bank with necessary evidence from the company's records, communication with problematic customers about the reasons that led them to file a chargeback claim, working on prevention of a possible Fraud attack;

## Studii: Superioare

### **IRIM (Institute of International Relations of Moldova)**

*Absolvit în: 2016*

Facultatea: Faculty of World Economy and International Economic Relations

Specialitatea: International Economic Relations