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Call center operator

About me

Effective advisor communicates well with people of all ages and backgrounds. Excellent eye for detail enabling quick identification of areas for improvement and suggesting options to help customers reach goals.

-Hardworking

-Inquisitive

-Sociable

-Responsible

-Purposeful

-Positive.

- Confident PC knowledge

- I have excellent command of different languages (Russian, Romanian, English)

- Personnel management skills (teams of up to 20 people)

- I easily adapt to new working conditions.

- Does not experience difficulties communicating with people according to any criteria.

- Maximum effective planning of the working day

👤 32 years

♀ Female

📍 Chișinău

💰 1 000 EUR

TOP Skills

- **Team Working** · 6 years
- **Working with clients of different types and statuses** · 6 years
- **Consulting clients on the company's services in English** · 3 years

Preferences

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

Languages

- **Romanian** · Fluent
- **Russian** · Native
- **English** · Fluent

Work experience

Sales Manager · Gaming Software LTD · Chișinău
March 2024 - May 2025 · 1 year 3 months

- Communication with clients online and by phone

- Consulting on the company's services

- Entering information about clients into the system's database

- Selling the company's bonus products

Skills: Team Working, Working with clients of different types and statuses

Travel Agent · Dynnotech SRL · Chișinău
October 2023 - March 2024 · 5 months

Boosted client satisfaction by providing personalized travel recommendations based on their preferences and budget.

Maintained comprehensive knowledge of various reservation systems to efficiently book flights, accommodations, tours, and other travel-related services.

Utilized exceptional communication skills to effectively tailor

presentations of travel options according to each client's unique requirements.

Skills: Consulting clients on the company's services in English, Working with clients of different types and statuses, Team Working

Claims manager · EM International · Chişinău

February 2023 - August 2023 · 7 months

Instructed drivers during accidents.

Collaborate with the police department regarding the accidents.

Collaborate and negotiated with insurance companies.

Streamlined communication between adjusters and clients, expediting claim resolution times.

Skills: Working with clients of different types and statuses, Consulting clients on the company's services in English, Team Working

Marketing assistant · Gamma Marketing SRL · Chişinău

October 2022 - January 2023 · 4 months

Established strong relationships with key industry influencers, securing valuable partnerships for co-marketing opportunities.

Conducted a social survey of businessmen and investors across Europe.

Skills: Consulting clients on the company's services in English, Working with clients of different types and statuses, Team Working

Sales Manager · Smart Click SRL · Chişinău

April 2021 - June 2022 · 1 year 3 months

Received incoming calls, advised clients on products from the electronics category and also on the terms of purchase on credit/installment, and also carried out online sales.

Achieved attracting many clients, increasing the company's reputation with the help of many positive customer reviews (reached first place in reviews), as well as increasing the company's sales level.

Skills: Team Working, Working with clients of different types and statuses

Video Surveillance Specialist · S.C. ALIMER-COMERT S.R.L. · Chişinău

April 2021 - December 2021 · 8 months

Followed all company policies and procedures to deliver quality work.

Carried out surveillance, compliance with the law in the activities of personnel at retail outlets, as well as various aspects of the

video surveillance system.

Administrator · Î.C.S. VISTARCOM S.R.L. · Chişinău

May 2017 - October 2017 · 6 months

Supervised administrative support staff members, offering guidance, feedback, and mentorship that contributed to their professional growth and development.

Improved employee productivity with effective time management strategies for daily tasks.

Generated reports to suggest corrective actions and process improvements.

Skills: Working with clients of different types and statuses, Team Working

Sales Manager · Hero-Tour · Кемер

July 2014 - October 2016 · 2 years 4 months

Increased revenue through the upselling of travel packages.

Administered customer surveys to measure satisfaction with services and better understand desires and expectations.

Contributed to agency's reputation for excellent customer service by consistently receiving positive feedback from satisfied clients.

Skills: Consulting clients on the company's services in English, Team Working, Working with clients of different types and statuses

Sales Consultant · Магазин техники "Maximum" · Chişinău

September 2013 - June 2014 · 10 months

Advised clients on appropriate product selections based on their unique needs, ensuring optimal satisfaction levels upon purchase.

Used consultative sales techniques to understand customer needs and recommend relevant products and services.

Boosted customer satisfaction by providing personalized consultations and tailored product recommendations.

Skills: Team Working, Working with clients of different types and statuses

Desired industries

- Call Center / Back Office
- Sales / Retail
- Art / Entertainment

Education: Secondary

Center of Excellence in Computing And Information
Graduated in: 2011

Courses, trainings

Massage School "Maestro"
Graduated in 2010