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Quality Assurance Agent

About me

I am a former professional ballroom dancer who had the honor of representing Moldova and Romania on international stages. Through this experience, I developed a strong passion for travel, as well as the ability to adapt quickly to new environments and cultures. The discipline and commitment required in competitive dance have shaped my work ethic, and I am known for maintaining a positive attitude, high energy, and professionalism even under pressure.

Work experience

Travel Agent · Dyninno · Chişinău

November 2024 - June 2025 · 8 months

Providing personalized travel recommendations and itineraries based on clients' preferences and budget therefore assisting clients in booking flights, hotels. Building and maintaining long-term relationships with clients by offering exceptional customer service and follow-up and handling client inquiries, concerns before and after the booking procedure. Research destinations, accommodations, and activities that met client specifications and ensuring that clients were informed about travel regulations. Study the competitors market and keeping up with industry trends and news in regards to the global travel industry.

Skills: Product Knowledge, Market Research, Travel Documentation, Travel Planning and Organization, Client Relationship Management, Customer Consultation and Booking

Team Lead of Customer Support Managers · KeepUp Systems · Chişinău

December 2023 - September 2024 · 10 months

Interviewed, trained, and onboarded new support managers.

Led a support team, providing ongoing coaching and quarterly performance reviews.

Oversaw daily operations, resolved escalated cases, and enhanced service quality.

Collaborated with cross-functional teams to drive customer-centric improvements.

Reported performance metrics and strategic recommendations to senior leadership.

👤 24 years

♀ Female

📍 Chişinău

💰 1 000 USD



TOP Skills

- **Product Knowledge** · 8 months
- **Market Research** · 8 months
- **Travel Documentation** · 8 months
- **Travel Planning and Organization** · 8 months
- **Client Relationship Management** · 8 months
- **Customer Consultation and Booking** · 8 months

Preferences

- Full-time
- Flexible
- Hybrid
- Remote

Languages

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

Skills

- Research Skills
- Negotiation Skills

- Communication Skills
- Training Activities
- Chat Customer Service
- Meetings Organisation and Preparation
- Customer Account Management
- Customer Retention
- Customer Satisfaction
- Customer Service
- Sales
- Quality Management
- Performance Management
- Team Management
- Management of Stress
- Emotional Intelligence
- Team Work

Customer support manger · KeepUp Systems · Chişinău

March 2023 - December 2023 · 10 months

Guided clients through platform features and functionalities.
Addressed user inquiries and updated client profiles.

Senior Customer Service Representative · One Prime LTD · Bucharest

July 2022 - January 2023 · 7 months

Advised clients on financial markets and trading platforms.
Maintained regular client communication and profile updates.
Assisted with account setup and portfolio diversification.

Customer Service Manager · Caps solution LTD · Chişinău

June 2021 - June 2022 · 1 year 1 month

Assisted with onboarding and account documentation.
Provided platform guidance and client support via calls and email.

Lead Dancer · Show Ballet Flash · Chişinău

January 2019 - December 2021 · 2 years 11 months

Performed at events and coordinated with event organizers.
Created and taught choreography, mentored new dancers, and handled logistics

Desired industries

- Human Resources
- Call Center / Back Office
- Management

Education: Higher

University of Babes - Bolyai

Graduated in: 2024

Faculty: Faculty of European Studies

Speciality: International Relationships and European Studies