



👤 26 years

♂ Male

📍 Chișinău



## TOP Skills

- **Team Working** · 2 years
- **Success Driven Person** · 1 year
- **Hard Work and Dedication** · 1 year
- **Humble** · 1 year
- **Customer Relationship Management** · 1 year
- **Computer Literacy** · 1 year

## Preferences

- Full-time
- Part-time
- Remote

## Languages

- **Romanian** · Medium
- **Russian** · Medium
- **English** · Fluent

## Skills

- Organizational Skills
- Customer Communications Management
- Problem Solving
- Teamwork
- Adaptability

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

# Customer service agent

## About me

I am a dedicated customer support professional with a strong focus on delivering efficient, empathetic service and resolving issues promptly. With a background in handling diverse customer needs, I bring excellent communication skills and a problem-solving mindset that helps improve customer satisfaction and retention.

## Work experience

### Customer care representative · Modsquad · Remote

*November 2023 - March 2025 · 1 year 4 months*

- Respond to customer inquiries via email, chat, or messaging platforms in a timely and professional manner.
- Provide accurate information and resolve issues related to the client's products or services.
- Monitor community activity and ensure compliance with moderation guidelines.
- Maintain productivity metrics such as response times and quality scores.

Skills: Success Driven Person, Hard Work and Dedication, Humble, Customer Relationship Management, Computer Literacy, Leadership, Communication Skills, Team Working

### Customer service manager · TTEC (TeleTech) · Remote

*April 2021 - June 2022 · 1 year 3 months*

Respond to Customer Inquiries:

Handle questions via live chat, email, phone, or social media in a timely and professional manner.

Resolve Complaints Efficiently:

Investigate and resolve product or service issues while maintaining customer satisfaction.

Maintain Accurate Records:

Log interactions in CRM systems (e.g., Zendesk, Freshdesk, HubSpot) with correct tagging and notes.

Follow Communication Scripts (if applicable):

Use approved templates and tone guidelines while personalizing conversations appropriately.

- Leadership
- Time Management

Collaborate with Teams:

Coordinate with sales, technical, or logistics teams to resolve complex issues quickly.

Skills: Analytical Thinking, Adaptability, Team Working, Attention to Detail, Problem Solving, Creativity, Critical Thinking

## **Desired industry**

- Telecommunications

## **Education: Higher**

**Taras Shevchenko National University of Kyiv**

*Graduated in: 2021*

Faculty: Sciences

Speciality: computer science