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👤 19 years

📍 Chişinău

📍 Comrat



TOP Skills

- **Customer support** · 9 months
- **Software setup** · 9 months
- **Teamwork** · 9 months

Preferences

- Full-time
- Remote

Languages

- **Romanian** · Don't know
- **Russian** · Fluent
- **English** · Communication
- **Ukrainian** · Medium
- **Bulgarian** · Medium

Skills

- Fast adaptation
- Ability to handle business correspondence
- Communication skills

Driving licence

Category: A, B

With personal auto

Support Manager

About me

A technical support manager with extensive experience. My main goal is to utilize my experience in solving technical problems and assisting users to improve user satisfaction and company performance. I am stress resistant and able to absorb new information on the go. I always remain professional and can do what is needed in any situation.

Work experience

Customer support · Virtual card company · Wroclaw
July 2024 - March 2025 · 8 months

- Processing incoming queries from users via email and chat.
- Participating in payment disputes and interacting with the acquiring bank.
- Conducting interviews with users to provide access to the platform.
- Working with KYC requests (user verification, document verification).
- Diagnosing and escalating technical issues to IT department.
- Maintaining and updating the database of user queries.
- Interaction with other departments to solve complex problems.

Skills: Customer support, Software setup, Teamwork

Desired industries

- Call Center / Back Office
- IT, Tech
- Management

Education: Secondary