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Sales Support manager B2B / B2C

About me

I am a responsible, proactive, and fast-learning sales and support specialist with experience in both B2B and B2C sectors. I have strong communication skills, easily build rapport with clients, and confidently manage the full sales cycle from first contact to delivery. I stay calm under pressure, quickly adapt to changes, and work well both independently and in a team.

Proficient in 1C, Bitrix24, Google Workspace, and Miro. Familiar with Scrum methodology and Roadmap-based planning. I have hands-on experience in logistics, documentation, wholesale procurement, and customer support.

Personal qualities: communicative, stress-resistant, detail-oriented, highly organized.

Interests: I enjoy sports, drawing, cooking, walking, and detective stories. An active lifestyle helps me stay focused and balanced.

Work experience

Sales & Support manager B2C & B2B · Simpals S.R.L. · Chişinău

September 2022 - Present · 2 years 10 months

Key Skills

-- Client Communication & Negotiation (B2B & B2C)

Experience in managing client communications and conducting negotiations in both English and Russian. Skilled at building long-term relationships, identifying client needs, and guiding them through the entire sales process.

-- Sales & Order Management

Handling incoming requests, processing orders, issuing invoices, coordinating payments, and ensuring timely delivery. Full-cycle sales support with attention to customer satisfaction.

-- Logistics & Documentation

Preparing shipping documentation (including for international orders), packing products for dispatch, and coordinating logistics with delivery services.

-- Procurement & Product Management

Managing wholesale product procurement to maintain inventory availability. Collaborating with suppliers, monitoring stock levels, and planning purchases based on demand trends.

👤 22 years

♀ Female

📍 Chişinău

💰 20 000 MDL



TOP Skills

- **Writing Documentation** · 4 years
- **Logistics Operations** · 2 years
- **Logistics Support** · 2 years
- **Sales Orders** · 2 years
- **Sales Management** · 2 years
- **Sales Processes** · 2 years

Preferences

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

Languages

- **Romanian** · Elementary
- **Russian** · Native
- **English** · Communication
- **Ukrainian** · Communication

Driving licence

Category: B

-- CRM & Digital Tools

Proficient in 1C, Bitrix24 (CRM), Google Docs, Google Sheets, Google Calendar, and Miro. Familiar with Scrum methodology, maintaining project Roadmaps, setting priorities, and tracking progress.

Additional Competencies

- Strong verbal and written communication skills
- High attention to detail in document and order processing
- Self-motivation, responsibility, and the ability to multitask effectively
- Team player with the ability to work independently
- Experience supporting promotions and special offers
- Fast learner, adaptable to new systems and workflows

Skills: Writing Documentation, Logistics Operations, Logistics Support, Sales Orders, Sales Management, Sales Processes, Customer Service, CRM

Accountant of fixed assets · T. G. Shevchenko
Pridnestrovian State University · Tiraspol

April 2021 - September 2022 · 1 year 6 months

Experience and Professional Skills

- Managing the accounting of fixed assets in compliance with local regulations and internal company policies
- Preparing and processing all documentation related to fixed assets: acquisition, commissioning, internal transfer, disposal, and modernization
- Conducting asset inventories: participating in physical counts, preparing reports and reconciliation with accounting records
- Maintaining and updating inventory cards (Form OS-6) and other asset-related records
- Confident use of 1C
- Proficient in Microsoft Excel: formulas, filters, and large data processing

Additional Strengths

Detail-oriented, responsible, accurate in handling documents, comfortable working with large volumes of data, disciplined and reliable in routine tasks.

Skills: Microsoft Excel, 1C, Writing Documentation, Managing, Accounting

Accountant-Cashier for Budgetary Funds · T. G. Shevchenko
Pridnestrovian State University · Tiraspol

April 2021 - September 2022 · 1 year 6 months

Experience and Professional Skills

- Managing cash flow accounting
- Processing and documenting all cash operations: cash receipts and disbursement vouchers, cashier reports, and daily cash logs
- Preparing cash checks for bank withdrawals of budgetary funds
- Receiving and issuing cash funds for accountable persons and organizational needs

- Depositing cash to the bank at the end of the reporting period
- Monitoring cash limits and verifying supporting documents for all cash transactions
- Skilled in 1C and confident in using MS Excel for reconciliation and financial reporting

Additional Strengths

Highly responsible and detail-oriented, precise in handling cash and financial documents, well-versed in budgetary accounting rules, disciplined and trustworthy.

Skills: 1C, Writing Documentation, Accounting, Managing

Desired industries

- Sales / Retail
- Sports / Beauty
- Tourism / Hospitality

Education: Specialized secondary

Agrarian-Economic College, T. G. Shevchenko Pridnestrovian State University

Graduated in: 2021

Speciality: Accountant, Economist, Cashier

T. G. Shevchenko Pridnestrovian State University

Currently studying

Speciality: Economic Security Specialist