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# Customer Relations Agent

## About me

Detail-oriented customer service agent with 5+ years' experience in customer support and e-commerce operations. Skilled in fraud detection, dispute resolution, and process optimization. Strong communicator fluent in Romanian, Russian, and English, with proven leadership experience.

## Work experience

**Data Processing Operator** · Digital Group · Chişinău  
*July 2021 - Present · 4 years 3 months*

- Dispute chargebacks by collecting evidence and writing rebuttals, reducing fraudulent claims.
- Process shipping claims with carriers (UPS, FedEx, USPS), ensuring resolution of undelivered packages.
- Manage orders, returns, and disputes on Amazon Seller Central and Walmart Seller Center.
- Forward cases to IT, procurement, and other departments to streamline operations.
- Analyze customer preferences and recommend products, increasing customer satisfaction.
- Generated custom sales offers tailored to customer budgets and interests.
- Temporarily led the department during manager absences, ensuring smooth operations.

**Skills:** E-commerce platforms handling, Process optimization, Fraud detection and prevention, Dispute resolution

**Customer Support Representative** · Digital Group · Chişinău

*October 2018 - July 2021 · 2 years 10 months*

- Provided reliable customer support via phone, email, and live chat
- Handled confidential customer information (addresses, payment data) with accuracy.
- Analyzed orders to detect fraud, preventing chargebacks and losses.
- Assisted in onboarding and training of new employees.

👤 27 years

♂ Male

📍 Chişinău

💰 2 000 USD



## TOP Skills

- **E-commerce platforms handling** · 4 years
- **Process optimization** · 4 years
- **Fraud detection and prevention** · 4 years
- **Dispute resolution** · 4 years
- **Clear communication and writing skills** · 2 years
- **Attentiveness** · 2 years

## Preferences

- Full-time
- In shifts
- Flexible
- In-house
- Hybrid
- Remote

## Languages

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

## Driving licence

Category: B

Skills: Clear communication and writing skills, Attentiveness, Adaptability, Patience, Active listening, Problem solving

## **Desired industries**

- Call Center / Back Office
- Management
- Office / Secretarial

## **Education: Incomplete higher**

## **Courses, trainings**

### **Forensic Accounting and Fraud Examination**

*Graduated in 2020*

Organizer: West Virginia University (Coursera)