



👤 32 years
 ♂ Male
 📍 Chişinău
 💰 20 000 MDL
 f

Preferences

- Full-time

Languages

- **Romanian** · Fluent
- **Russian** · Fluent
- **English** · Fluent
- **Polish** · Communication
- **Ukrainian** · Communication

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

Team Leader

About me

The ability to work efficiently under pressure, which we acquired in carrying out a project that had to be 1 week before the deadline set.

- Creative thinking - in creating Newsletters for the company's website, when with the basic knowledge in HTML / CSS3 I had to prepare the weekly content.
- HTML5 / CSS3 - elementary level - 3 years experience - writing Newsletters, uploading site content, setting widgets, teasers, using the back-office application of the company's website.
- Preparation of graphic content for the designer.
- Participation in the development of marketing strategies
- Participation in the development of promotional campaigns.
- Brand promotion on social networks.
- Elaboration, writing, editing texts.
- Translation and implementation of interface elements of the site.

Work experience

Trust and Safety Analyst · Webhelp România · Peste hotare

April 2024 - Present · 1 year 6 months

Trust and Safety analyst with Polish

Team Lead Contact Center · IGT Solutions · Bucureşti

February 2022 - April 2024 · 2 years 3 months

- Real time support for 10+ agents.
- QA
- Coaching.
- Reports about performance and opportunities
- Team meetings

Ship-to-bill Analyst (Project based) · HCL Technologies · Sofia

July 2021 - October 2021 · 4 months

- ExxonMobil customer service
- Billing
- Picking
- Interaction between customer and other departments

Russian & English Customer Experience Specialist · Telus International · București

November 2020 - June 2021 · 8 months

- Assisting clients with booking in Airbnb.
- intermediate between hosts and guests
- Provide answers to any questions.
- Work with complaints of guests and hosts, analysis of the problem and provide the appropriate solutions and answers

SENIOR COSTUMER SUPPORT SPECIALIST · IGT SOLUTIONS · București

June 2019 - November 2020 · 1 year 6 months

- Assisting clients with booking in any Radisson Hotel Group hotel.
- Assess and address their needs during their stay
- Provide answers to any question about his reservations in real time.
- Work with complaints of guests, analysis of the problem and provide the appropriate solutions and answers
- Support for guests participating in the membership program, with everything from problems with an account to upgrade your account, points and promotions.

MARKETING ASSISTANT · Favbet Romania · București

May 2016 - June 2019 · 3 years 2 months

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Education: Incomplete higher

Universitatea Alexandru Ioan Cuza

Graduated in: 2016

Faculty: Istorie

Speciality: Istorie