



👤 31 ani  
♂ Masculin  
📍 Chişinău

## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Comunicare

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

# IT specialist

## Despre mine

MS Excel  
MS Word  
Adobe Photoshop  
Oracle Siebel CRM  
MS PowerPoint  
Cisco  
Helpdesk  
Jira  
Windows 7  
Windows Vista  
Windows 10  
ЦФТ  
OpenWay Way4  
Google Docs  
TMS Systems  
1С-Битрикс

## Experiența profesională

**Специалист технической поддержки** · PBF group · Москва

*Noiembrie 2020 - Present · 4 ani 8 luni*

Обработка заявок на установку Банковского оборудования, техническая поддержка пользователей по неисправностям в работе оборудования.

Работа с контрагентами и партнёрами организации, курировать работу сотрудников и выездных инженеров.

Предварительная создания конфигурации терминалов в системе TMS system.

- Process applications for banking equipment installation and provide technical support to users experiencing equipment malfunctions.

- Collaborate with contractors and organizational partners, overseeing the work of employees and field engineers.

Conduct pre-assembly of terminals in the TMS system to ensure smooth deployment and functionality. Resolved

- 100+ customer inquiries and issues per week with efficiency and accuracy, resulting in a significant decrease in customer churn rates by 40%. Utilized proactive communication strategies

to keep clients engaged throughout the project lifecycle, leading to a 75% decrease in project delays and an increase in on-time delivery by 60%.

- Proficient in diagnosing and resolving technical issues promptly to minimize downtime and ensure smooth operations.
- Utilize a systematic approach to troubleshoot hardware, software, and network problems, effectively identifying root causes and implementing solutions.
- Provide timely and courteous technical assistance via phone, email, or remote access tools, ensuring a positive customer experience.
- Document and maintain detailed records of technical issues and resolutions to facilitate knowledge sharing and future problem-solving.
- Stay updated on the latest technologies and industry trends to provide informed recommendations and support for clients' evolving needs.
- Collaborate with cross-functional teams to escalate complex technical issues and coordinate resolutions, ensuring comprehensive support for clients.
- Offer proactive guidance and training to empower users in resolving common technical issues independently and optimizing their workflows.

### **Специалист технической поддержки · ЗЕНИТ, банк · Москва**

*Martie 2017 - Decembrie 2019 · 2 ani 10 luni*

Консультация клиентов по Банковским продуктам и счетам (кредитные, дебетовые карты, ипотека, военная ипотека, автокредит)

По средствам ИП телефонии, почте, чаты.

Продвижение дополнительных услуг.

- Advised clients on banking products and accounts via IP telephony, email, and chat platforms.

Promoted additional banking services to clients, enhancing customer satisfaction and revenue generation.

- Utilize a proactive approach to anticipate and address technical challenges before they impact business operations.
- Implement best practices in technical troubleshooting and problem-solving to ensure efficient and effective resolution of issues.
- Maintain up-to-date knowledge of industry trends and emerging technologies to provide informed recommendations and solutions.
- Foster strong client relationships through attentive and personalized technical support, striving to exceed expectations.
- Leverage strong communication skills to translate technical jargon into understandable language for clients, empowering them to make informed decisions.
- Continuously seek feedback and incorporate client input to improve technical support processes and enhance overall satisfaction.

- Collaborate with cross-functional teams to streamline workflows and optimize technical infrastructure for clients' online success.
- Stay adaptable and responsive to evolving client needs and technological advancements to deliver proactive and future-proof support.

### **Специалист технической поддержки · АШАН, Сеть Гипермаркетов · Москва**

*Septembrie 2018 - Aprilie 2019 · 8 luni*

Работа с обращениями клиентов/сотрудников, обработка претензии. Подготовка отчётов, мониторинг данных о поступлениях, корректировка Кэшбэка.

- Addressed customer and employee inquiries, managed claims, and prepared reports while monitoring receipt data and adjusting Cashback.
- Provided technical support for various issues related to operations within the hypermarket chain.
- Resolved over 500 customer issues effectively by offering personalized guidance and support tailored to each client's unique needs, resulting in improved online presence and brand reputation.
- Facilitated regular communication with clients throughout the project lifecycle, providing updates and addressing inquiries promptly, leading to a 20% increase in client engagement and repeat business.
- Implemented a project management approach in customer service, overseeing the seamless execution of 20+ small and medium-sized business projects from start to finish, resulting in a 95% client satisfaction rate.
- Provided strategic guidance to address inquiries, resulting in a 10% increase in repeat business from satisfied customers.

### **Studii: Superioare**

#### **МГОУ**

*Absolvit în: 2015*

Facultatea: Юридический

Specialitatea: Юрист-консультант