



⌚ 29 ani
♀ Feminin
⌚ Cricova

Preferințe

- Flexibil

Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Spaniolă** · Mediu
- **Franceză** · Comunicare

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

Open to proposals

Despre mine

- Proficiency in project management methodologies, tools, and software (Microsoft, Workday, Saba, Jira, Confluence)
- Data Analysis and Data Visualization (Power Bi, Workday, Google tools)
- Familiarity with instructional design principles, training methodologies, and learning management systems (LMS such as Power Point, Articulate 360, Ispring) to develop and deliver effective training programs and materials for team members
- Proficiency in additional languages relevant to the team's work environment or customer base can be advantageous for communication and collaboration with diverse stakeholders.
- Knowledge of relevant regulations, standards, and compliance requirements (GDPR)
- Ability to create clear, concise, and accurate technical documentation (user manuals, technical specifications, standard operating procedures)

Experiența profesională

Learning and Development Team Lead · ATD Technologies · Chișinău

Ianuarie 2018 - Prezent · 7 ani 11 luni

Creating training materials, including presentations, manuals, e-learning modules, and other resources, to support training initiatives and ensure consistency in content delivery.

Assessing the effectiveness of training programs through methods such as participant feedback, knowledge assessments, and performance evaluations, and making adjustments as necessary to improve outcomes.

Leading the team of L&D specialists or trainers, including assigning tasks, providing guidance and feedback, and fostering a positive and collaborative work environment.

Overseeing the implementation and utilization of learning management systems (LMS) to deliver and track training initiatives efficiently.

Conducting needs assessments to identify gaps in knowledge and skills across different departments or job roles, and developing targeted training solutions to address these gaps.

Providing guidance and support to employees in their professional development journey, including recommending relevant training opportunities and career paths.

Ensuring that employees receive mandatory compliance training,

such as safety regulations or industry standards, and tracking completion to maintain regulatory compliance.

Ability to manage multiple training projects simultaneously, from needs assessment to evaluation, while adhering to deadlines and budget constraints.

Team Supervisor · ATD Technologies · Chișinău

Decembrie 2015 - Ianuarie 2018 · 2 ani 2 luni

Responsibilities:

Supervising and overseeing a team of call center agents, including their performance, attendance, and adherence to company policies and procedures.

Monitoring call center metrics such as call volume, average handling time, and first-call resolution to ensure that team performance meets or exceeds targets.

Conducting regular quality assurance checks on calls to ensure that agents are providing accurate information, following scripts, and delivering a high level of customer service.

Providing regular feedback and coaching to agents to help them improve their performance and develop their skills.

Handling escalated customer issues or complaints that agents are unable to resolve, and ensuring that they are resolved promptly and to the customer's satisfaction.

Generating reports on call center performance and trends, and analyzing data to identify areas for improvement and implement strategies to enhance efficiency and customer satisfaction.

Strong leadership and management skills are essential for effectively supervising a team of agents, including the ability to motivate and inspire team members, delegate tasks, and provide constructive feedback.

Studii: Superioare incomplete

ASEM

Absolvit în: 2018

Facultatea: Accounting / Finance and Banking

Specialitatea: Accounting