



👤 31 years  
 ♀ Female  
 📍 Chişinău  
 💰 30 000 MDL  
 in

## TOP Skills

- **Reservations Systems** · 2 years
- **Team Management** · 2 years
- **Microsoft Office** · 2 years
- **Team Working** · 2 years
- **Customer service s** · 2 years
- **Client Onboarding** · 1 year

## Preferences

- Full-time
- Part-time
- In shifts
- No schedule
- Flexible
- Hybrid
- Remote
- In-house

## Languages

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

## Skills

- Ability to work independently

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

# Agent Ticketing

## Work experience

**Ticketing and customer support agent** · Unipro Solutions · Chişinău

*October 2022 - January 2025 · 2 years 4 months*

Airline Agent Responsibilities

Operational Duties

- Handle customer complaints and feedback
- Make reservations and do passenger check-in
- Process ticket changes and refunds
- Selling tickets
- Tickets reservation in GDS (sabre, amadeus)
- Mileage booking (oneworld, sky team, star alliance)
- Assign seats on the aircraft
- Checking passengers baggage
- Handle cash and credit card transactions
- Issuing tickets and collecting payments

Skills: Reservations Systems, Customer service s, Team Working

**Compliance assistant/analyst/manager** · Moorwand Solutions · Chişinău

*August 2020 - May 2022 · 1 year 9 months*

- KYC/KYB check
- PEP&Sanctions, Adverse Media check
- Completing/updating excel files
- Revising legal policies
- To assess Customer AML and TF risks
- Advising on mitigation controls
- completing reports
- Participating in call with management from UK to go through updates on the projects
- Assisting with the development of external testing and third party assurance. Leading engagements, assessments and report writing
- Creating and maintaining documentation and templates to aid business functions

Skills: Team Management, Microsoft Office, Business to Business Commerce, Client Onboarding

and use initiative to juggle priorities and a variety of tasks

- Time Management
- Microsoft Office
- Reservations Systems
- Customer Relationship Management
- Persuasive Writing
- Writing of Reports
- Persuasiveness
- Communication Skills

## **Financial adviser · Get financial · Chişinău**

*June 2018 - July 2019 · 1 year 1 month*

- Contact clients to discuss their financial goals and offer them financial goals
- Carry out assessments to determine the net worth and financial status of an individual or company
- Handle client complaints and assist with the resolution of financial issues
- Provide sales offers for financial products
- Cold calling; making multiple outbound calls to potential clients using crm tools

Skills: Cold Calling Sales, Persuasion skill, Team Management, Management of Stress, Conflict Resolution, Communication Skills

## **Ticketing sales agent · Bt travel · Chişinău**

*December 2016 - July 2017 · 8 months*

- Directed the sales force in planned selling toward specific goals and kept them focused on courtesy and helpfulness
- Carefully handled and resolved customer questions and complains providing their maximum satisfaction
- Managed store revenue, handled cash and balance totals, maintained well- organized inventory
- Sells tickets for transportation agencies, such as airlines, bus companies, railroads, and steamship lines: Plans route and computes ticket cost, using schedules, rate books, and computer terminals.

Skills: Sales Strategy, Coordination Skills, Communication Skills, Microsoft Office, Reservations Systems, Team work

## **Desired industry**

- Tourism / Hospitality

## **Education: Incomplete higher**