



👤 24 years

♂ Male

📍 Chişinău

## TOP Skills

- **Multi-channel customer support** · 3 years
- **Supported sales activities** · 12 months
- **Assisted clients with sales** · 7 months
- **Processed invoices** · 5 months
- **Service Delivery** · 3 months

## Preferences

- Full-time
- Remote
- In-house

## Languages

- **Romanian** · Native
- **Russian** · Communication
- **English** · Communication

## Driving licence

Category: B

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

# Customer Support Specialist | ECommerce & Sales Experience

## Work experience

**Curier** · Hermes Logistik Gruppe · Hamburg

*July 2025 - Present · 3 months*

Skills: Service Delivery

**Customer Service Representative / Informal Deputy Team Lead** · The Customization Group · Chişinău

*July 2021 - April 2025 · 3 years 10 months*

- Delivered multi-channel customer support across 5 markets (UK, Sweden, Denmark, Finland, Poland).
- Maintained and optimized the Zowie AI chatbot, with more than 60% of chats handled by the chatbot.
- Contributed to improving customer satisfaction through proactive feedback analysis (Qualtrics, Trustpilot).
- Provided onboarding support and continued assistance to new team members after completion of their training.
- Managed process documentation and workflow improvements using Slack, Freshdesk, Zendesk.
- Took on interim team leadership tasks to support Team Leader.

Skills: Multi-channel customer support

**Sales Representative** · Orange Moldova · Chişinău

*June 2020 - May 2021 · 11 months*

- Led product demonstrations of Huawei devices and supported sales activities.
- Collaborated with retail teams to execute marketing campaigns and provide technical training.

Skills: Supported sales activities

**Accountant** · Linella · Chişinău

*February 2020 - June 2020 · 5 months*

- Processed invoices and ensured 100% accuracy of internal financial records using UNA software.
- Supported month-end closing and reporting procedures.

Skills: Processed invoices

### **Sales Specialist · Moldcell · Strășeni**

*June 2018 - December 2018 · 6 months*

- Assisted clients with sales, provided customer support, and handled all necessary documentation with 1C ERP.

Skills: Assisted clients with sales

### **Desired industries**

- Call Center / Back Office
- IT, Tech
- Logistics / Transport

### **Education: Secondary**

**LT Mihai Eminescu, Strasen**

*Graduated in: 2018*