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# Project Manager

## Experiența profesională

**Freelance Journalist/Copywriter** · Freelance · Chișinău

*Iulie 2020 - Prezent · 5 ani 7 luni*

Editing the content on faradeseuri.md website, writing articles for the website. Contract-based part-time job.

Competențe: Crearea de Conținut

**Account Manager** · GoParrot at Square · Chișinău

*Februarie 2022 - Decembrie 2022 · 10 luni*

Communicational responsibilities:

- Collecting client's requirements and implementing them accordingly;
- Running demo calls and presentations for the clients (US market);
- Advising the clients how to achieve a better web store;
- Continuous customer happiness maintenance throughout the implementation process.

Technical responsibilities:

- Customizing web stores and via dashboard;
- Implementing the features requested by the client;
- Collecting feedback, feature requests and escalating accordingly to RnD team;
- Troubleshooting issues/errors submitted by the client;

Competențe: Asistență Tehnică, Management de Proiect, Comunicații Interpersonale, Abilități de Comunicare, Gestionarea Comunicațiilor cu Clienții, Lucrul în Echipă, Serviciul Clienți

**Customer Service Agent L1** · Stefanini · Chișinău

*Noiembrie 2020 - Ianuarie 2022 · 1 an 3 luni*

- Provided support to clients (via phone, chat and email) regarding a vast range of technical issues: software issues, VPN, account issues, software installation, Internet connectivity issues, emailing options etc.;
- Guided the new customers through the onboarding process;
- Fixed and explained all misconfigurations, questions, issues from customers;

31 ani  
Feminin  
Chișinău  
30 000 MDL

in

## TOP Competențe

- **Crearea de Conținut** · 5 ani
- **Asistență Tehnică** · 1 an
- **Client support** · 1 an
- **Management de Proiect** · 11 luni
- **Comunicații Interpersonale** · 11 luni
- **Abilități de Comunicare** · 11 luni

## Preferințe

- Part-time
- În ture
- Fără program
- Flexibil
- Full-time
- În locația angajatorului
- Hibrid (Oficiu/Acasă)
- Remote

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Bulgară** · Elementar
- **Ucraineană** · Elementar

- Documented issues that I dealt with on a daily basis into the ticketing system;
- Escalated issues to the next level of support when necessary.

Competențe: Asistență Tehnică, Client support

### **Copywriter/Journalist** · Rockit Conference 2020 · Chișinău

*Mai 2020 - Iunie 2020 · 2 luni*

- Translating press-releases from Romanian/English to Russian;
- Preparing interviews, articles for PR campaign of the conference.

### **Learning Processes Manager** · PENTALOG CHI · Chișinău

*Mai 2019 - Aprilie 2020 · 12 luni*

Pentalog CHI is a French IT company with 11 offices all over the world. As IT domain is developing very fast, the company needs to constantly train its employees to be on track with new trends. So at this point, I was responsible for:

- Operations coordination for all trainings (quantitatively and qualitatively) in 11 offices in France, Germany, USA, Mexico, Moldova, Romania, Vietnam;
- Analysis of data and documents, providing statistics and summaries of training data;
- Development of internal satisfaction surveys; evaluation of the effectiveness of trainings;
- Supervising English, French, German languages teachers in 6 agencies and validating their salaries;
- Providing access to online self-training platforms;
- Annual training plan update.

### **Founder & Coordinator at “Hai, Moldova!” and World Cleanup Day- 2018** · Ecovisio · Chișinău

*Decembrie 2017 - Martie 2019 · 1 an 3 luni*

Since Hai Moldova is a civic initiative that makes part of global international movement Let's Do It! World and World Cleanup Day, as initiator of the project in Moldova in 2018 I was responsible for:

- recruiting people to organize a national cleanup;
- finding partners and donors and maintaining relationships with them, fundraising;
- managing social networks accounts;
- events planning;
- making sure marketing strategy from global team is translated and adapted for local context;
- managing logistics of all communication and branded materials;
- spokesperson role - leading press-conferences with partners,

international guests and speakers from different domains: local authorities, embassies, business, NGOs;

- keeping track of project budget - preparing spending reports and all necessary documents;
- management of logistics and content for trainings for local coordinators;
- ensuring all necessary documentation for 7-10 team members' employment and contracts with partners;
- financial reporting.

Locally the project involved 77 thousands of people and 100 000 EUR. Globally in the World Cleanup Day took part 157 countries and 17 mln. of volunteers, making it the biggest international civic movement in human history.

### **OSCE Translator for International Short-term Observers at Parliamentary Elections in Moldova** · OSCE · Chişinău

*Februarie 2019 - Februarie 2019 · 1 lună*

I was a short term OSCE accredited interpreter for short-term international observers at Moldovan Parliamentary Elections on 24 February 2019.

### **“Kometa” video journalist and editor** · “Kometa” · Chişinău

*Februarie 2018 - Mai 2018 · 3 luni*

Searching actual and viral stories

Editing texts in Russian and Romanian

Editing videos and publishing them in Facebook and vk.com (see all my videos here <https://vk.com/kometa.news>)

### **UNDP intern** · UNDP · Chişinău

*Octombrie 2017 - Ianuarie 2018 · 4 luni*

Providing PR and Communication support to the project

Fully responsible for organizing the accessibility event “User Safari”

Creating a booklet about the project “Strengthening capacities of the MIA of Moldova”

### **Website Operator** · Metru Patrat · Chişinău

*Iulie 2017 - Septembrie 2017 · 3 luni*

Content writing for website.

### **Communication Coordinator** · Moldovan Environmental Governance Academy · Chişinău

*Iunie 2016 - Iulie 2017 · 1 an 1 lună*

- Making overall communication strategy for all projects of organization (website, SMM).
- Creating PR-strategy for organization.
- HR responsibilities - Recruiting new team members (launching calls for application, preparing ToRs, interviewing)
- Event management.
- Collaboration with media.
- Creating Facebook and blog content.

Articles have attracted potential partners and participants of educational projects such as "Face Robots", "Eco-Hackathon", "Hai Moldova" etc.

I was an active member of organization, offering ideas to projects' development.

## **Journalist, TV Reporter · NTS · Taraclia**

*Septembrie 2016 - Noiembrie 2016 · 3 luni*

Basic reporter's activities:

- interviewing people;
- creating text for voiceover;
- making a voiceover;
- editing the videos.

## **Domeniul dorit**

- IT, Tech

## **Studii: Superioare**

### **The Moldovan State University**

*Absolvit în: 2016*

Facultatea: Journalism and Mass Communications

Specialitatea: Journalism

### **University of Exeter Business School**

*Studiez la moment*

Facultatea: Faculty of Environment, Science and Economy

Specialitatea: MSc Entrepreneurship and Innovation Management

## **Cursuri, training-uri**

### **Clean World Conference in Tallinn**

*Absolvit în 2018*

Organizator: Let's Do It! World

### **Clean World Conference in Tallinn**

*Absolvit în 2019*

Organizator: Let's Do It! World

**Winter and Summer Schools for Young Leaders "Take-Off".**

*Absolvit în 2016*

Organizator: British Embassy in Chisinau

**IELTS Certification 7.0**

*Absolvit în 2023*

Organizator: IELTS