



👤 30 ani
♂ Masculin
📍 Chișinău

Preferințe

- Full-time

Limbi

- **Română** · Nu cunosc
- **Rusă** · Nu cunosc
- **Engleză** · Fluent

Permis de conducere

Categoria: C

Datele de contact sunt contra cost. Detalii aici: <https://www.lucru.md/ro/preтури/cv>

Customer service in english

Despre mine

Originally from Republic of Congo, but lived in South Africa for about 15 years. I finished my studies in 2018. Now currently reside in Moldova since October 2022.

- Computer literacy, Computer maintenance, Computer hardware installation
- Technical skills, Creativity, Teamwork, Microsoft office, Good communication
- Cloud management, Advance-Ms Office and Internet, Laptop\Desktop Repairs
- Troubleshooting, Installing Computer Hardware and Software

Experiența profesională

Sales marketing · SEO/SEM · Chișinău

Iunie 2023 - Prezent · 2 ani 6 luni

- I was to Access control, security escorts, service call response, and report writing.
- Access extensive reference manuals/materials to obtain accurate information.
- Access to personal development and technical training programs.
- Address problems and requests by transmitting information or providing solutions.
- Analyze daily product delivery requirements for fuel operations.
- Answer dispatch phones according to service level and incoming call volume.
- Answer emergency calls, and gather important information for citizens and responder safety.
- Answer multiple calls from carriers that are bidding on loads.
- Answer phone calls and issue field service tickets accordingly.
- Answer phone calls timely and professional.
- Answer phones and provide driver assistance with directions and/or product availability.
- Answer questions about delivery times.
- Answer calls for the hearing impaired.
- Answer calls from clients regarding delivery / pick up / shipping schedule.
- Answer the phone for service calls and respond to voicemails.

- Answer the phone quickly and professionally.

Call Center Agent · S.R.L. GAMMA MARKETING · Chişinău

Octombrie 2022 - Iulie 2023 · 10 luni

- Answer incoming calls and respond to customer's emails
- To provide product and service information to the customer
- Follow-up customer calls where necessary
- Document all call information according to standard operating procedure
- Process orders forms and applications
- Upsell products and service

Studii: Superioare

University of South Africa

Absolvit în: 2019

Facultatea: Criminology

Specialitatea: criminal justice

Richfield college

Absolvit în: 2016

Facultatea: computer technician

Specialitatea: hardware and service technician