



- 30 years
- ♀ Female
- O Ungheni

## **TOP Skills**

- Team Working · 2 years
- Maintaining effective sales strategies · 2 years
- Able to coach and support customers. · 8 months
- Excellent verbal and written communication skills. · 8 months
- Retail Customer Service · 5 months
- Working on a computer · 3 months

#### **Preferences**

- Full-time
- Flexible
- Part-time
- Hybrid
- Remote

# Languages

- Romanian · Native
- Russian · Communication
- English · Fluent
- German · Medium

## **Skills**

- Customer Experience
- Fast learning

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

# Customer service, sales, translate, content writer, call centre, project coordinator, data entry, remote worker

## **About me**

During my work experience, I had been working in different fields, but the most I worked as a retail professional. With 5 years of experience in this domain, I am proactive and confident employee who can work alone or as part of a team. I am skilled in forming relaNonships with customers and offering expert advice on the most appropriate products and services of their needs. I am a target- oriented individual who loves the challenge of ensuring every customer gets what he is looking for. I am very sociable, I love to listen to people and interact with them. Responsibility and time management are priority for me.

## **Work experience**

**Work coach** · DWP Civil Service · Kettering, UK January 2024 - August 2024 · 8 months

Helping individuals and their families towards financial independence through work and enabling them to claim the support they need.

Skills: Able to coach and support customers., Excellent verbal and written communication skills.

# Sales associate and visual merchandiser · Tory

Burch · Bicester Village, UK

September 2019 - February 2022 · 2 years 6 months

- Assisting customers;
- Handling sales, returns and refunds;
- Promote products to meet sales targets;
- Designing and arranging displays;
- Rotate and replace stock.

Skills: Team Working

- Time Management
- Ability to Multitask
- Adaptability
- Team Working

## **Driving licence**

Category: B

# **Sales supervisor** · Ralph Lauren · Bicester Village, UK

June 2019 - September 2021 · 2 years 4 months

- Recruiting and training sales staff;
- Handling customer complaints and issues;
- Maintain inventory and order merchandise.

Skills: Maintaining effective sales strategies

## Internet researcher · DevelopmentAid · Chișinău

April 2018 - June 2018 · 3 months

Collect, organize, and maintain data and information from online sources, ensuring data accuracy and integrity.

Skills: Working on a computer

# **Sales associate** · Prada Store · Bicester Village, UK May 2017 · September 2017 · 5 months

- Teamwork and collaboration;
- Greeting customers and offering expert advice;
- Processing payments;
- Handling phone calls.

Skills: Retail Customer Service

## **Desired industries**

- Call Center / Back Office
- Translation / Publishing
- · Sales / Retail

# **Education: Higher**

# State Pedagogical University "Ion Creanga", Chisinau, Republic of Moldova

Graduated in: 2019

Faculty: Faculty of foreign languages and literatures

Speciality: English and German languages

## Courses, trainings

#### Improve your English

Graduated in 2019

Organizer: English Teaching Resource Centre

#### **Senior Civil Service**

Graduated in 2023

Organizer: DWP (Department for Work and Pensions), UK