



👤 26 years

♂ Male

📍 Chișinău



TOP Skills

- **Team Working** · 2 years
- **Success Driven Person** · 1 year
- **Hard Work and Dedication** · 1 year
- **Humble** · 1 year
- **Customer Relationship Management** · 1 year
- **Computer Literacy** · 1 year

Preferences

- Full-time
- Part-time
- Remote

Languages

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

Skills

- Organizational Skills
- Customer Communications Management
- Problem Solving
- Teamwork
- Adaptability

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

Customer service agent

About me

I am a dedicated customer support professional with a strong focus on delivering efficient, empathetic service and resolving issues promptly. With a background in handling diverse customer needs, I bring excellent communication skills and a problem-solving mindset that helps improve customer satisfaction and retention.

Work experience

Customer care representative · Modsquad · Remote

November 2023 - March 2025 · 1 year 4 months

- Respond to customer inquiries via email, chat, or messaging platforms in a timely and professional manner.
- Provide accurate information and resolve issues related to the client's products or services.
- Monitor community activity and ensure compliance with moderation guidelines.
- Maintain productivity metrics such as response times and quality scores.

Skills: Success Driven Person, Hard Work and Dedication, Humble, Customer Relationship Management, Computer Literacy, Leadership, Communication Skills, Team Working

Customer service manager · TTEC (TeleTech) · Remote

April 2021 - June 2022 · 1 year 3 months

Respond to Customer Inquiries:

Handle questions via live chat, email, phone, or social media in a timely and professional manner.

Resolve Complaints Efficiently:

Investigate and resolve product or service issues while maintaining customer satisfaction.

Maintain Accurate Records:

Log interactions in CRM systems (e.g., Zendesk, Freshdesk, HubSpot) with correct tagging and notes.

Follow Communication Scripts (if applicable):

Use approved templates and tone guidelines while personalizing conversations appropriately.

- Leadership
- Time Management

Collaborate with Teams:

Coordinate with sales, technical, or logistics teams to resolve complex issues quickly.

Skills: Analytical Thinking, Adaptability, Team Working, Attention to Detail, Problem Solving, Creativity, Critical Thinking

Desired industry

- Telecommunications

Education: Higher

Taras Shevchenko National University of Kyiv

Graduated in: 2021

Faculty: Sciences

Speciality: computer science