



- 2 16 years
- ♀ Female
- O Chişinău

TOP Skills

- Customer service & client communication · 3 years
- Quality control & attention to detail · 3 years
- Operational & process management · 3 years
- Leadership & strategic planning · 3 years
- Event planning & coordination · 3 years
- Problem-solving & adaptability · 3 years

Preferences

- Flexible
- Remote

Languages

- Romanian · Native
- Russian · Medium
- English · Fluent
- **German** · Elementary
- Turkish · Elementary

Skills

- Computer user skills
- Passionate
- Fast-learner

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

Quality Assurance Supervisor & Agent

About me

I am a detail-oriented and analytical person, with a strong foundation in logic and problem-solving developed through my studies in a science-focused academic track. I enjoy checking, refining, and ensuring that everything runs smoothly — especially in fast-paced online environments where accuracy is key. I'm committed, communicative, and eager to contribute to improving both internal processes and the overall customer experience.

Work experience

CEO · Cozy Bee Crafts · Chişinău January 2022 - Present · 3 years 9 months

- -Founded and led a handmade toy company, overseeing all areas of operations from concept to delivery.
- -Managed and optimized production workflows to ensure consistent quality and on-time order fulfillment.
- -Personally ensured quality control of all products, developing internal quality standards.
- -Represented the company at trade fairs and events, engaging directly with clients and increasing brand visibility.
- -Handled all customer interactions, including complaints and inquiries, maintaining a 5-star satisfaction rate.
- -Organized logistics, inventory, and supplier relations to ensure smooth business operations.
- -Designed and implemented strategies to grow the customer base and retain loyal clients.
- -Trained and coordinated temporary collaborators for events or large orders.
- -Solved daily operational challenges through quick decisionmaking and a hands-on approach.
- -Adapted business strategies based on market trends, customer feedback, and internal performance reviews.

Skills: Fast-learner, Continuous improvement mindset, Decision-making under pressure, Time management & multitasking, Team collaboration & task delegation, Problem-solving & adaptability, Event planning & coordination, Customer service & client communication, Quality control & attention to detail, Operational & process management, Leadership & strategic planning

Desired industry

• Call Center / Back Office

Education: Student