



👤 24 years
♂ Male
📍 Chişinău

TOP Skills

- **Multi-channel customer support** · 3 years
- **Supported sales activities** · 12 months
- **Assisted clients with sales** · 7 months
- **Processed invoices** · 5 months
- **Service Delivery** · 3 months

Preferences

- Full-time
- Remote
- In-house

Languages

- **Romanian** · Native
- **Russian** · Communication
- **English** · Communication

Driving licence

Category: B

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

Customer Support Specialist | ECommerce & Sales Experience

Work experience

Curier · Hermes Logistik Gruppe · Hamburg
July 2025 - Present · 3 months

Skills: Service Delivery

Customer Service Representative / Informal Deputy Team Lead · The Customization Group · Chişinău

July 2021 - April 2025 · 3 years 10 months

- Delivered multi-channel customer support across 5 markets (UK, Sweden, Denmark, Finland, Poland).
- Maintained and optimized the Zowie AI chatbot, with more than 60% of chats handled by the chatbot.
- Contributed to improving customer satisfaction through proactive feedback analysis (Qualtrics, Trustpilot).
- Provided onboarding support and continued assistance to new team members after completion of their training.
- Managed process documentation and workflow improvements using Slack, Freshdesk, Zendesk.
- Took on interim team leadership tasks to support Team Leader.

Skills: Multi-channel customer support

Sales Representative · Orange Moldova · Chişinău
June 2020 - May 2021 · 11 months

- Led product demonstrations of Huawei devices and supported sales activities.
- Collaborated with retail teams to execute marketing campaigns and provide technical training.

Skills: Supported sales activities

Accountant · Linella · Chişinău

February 2020 - June 2020 · 5 months

- Processed invoices and ensured 100% accuracy of internal financial records using UNA software.
- Supported month-end closing and reporting procedures.

Skills: Processed invoices

Sales Specialist · Moldcell · Strășeni

June 2018 - December 2018 · 6 months

- Assisted clients with sales, provided customer support, and handled all necessary documentation with 1C ERP.

Skills: Assisted clients with sales

Desired industries

- Call Center / Back Office
- IT, Tech
- Logistics / Transport

Education: Secondary

LT Mihai Eminescu, Strasen

Graduated in: 2018