



👤 22 years
♂ Male
📍 Chișinău
💰 20 000 MDL

Contact details are available for a fee.
Details here:
<https://www.lucru.md/ro/preтури/cv>

Manager / Ceo assistant

About me

Experience in FinTech, cryptocurrency, iGaming, and service.
Quick adaptation to new environments.
English B2+ (TOEFL exam confirmed).

Work experience

Customer Retention Manager (Online Gambling / Casino) · Legends Team · Bălți

June 2025 - October 2025 · 4 months

- Increased recurring payments from \$6-7K to \$10-15K/month (+50-115%) within 2 months.
- Maintained 50% player retention against a target of 40%.
- Grew personal client revenue by +34% in the second month.
- Ranked in the top 25% of the team in total revenue and lead conversion.
- Boosted inbound lead conversion from 20-25% to 40%+ by implementing new scripts and communication templates.
- Worked in English, serving international markets.

Skills: Retention Management, Sales Funnel Optimization, Designing & Implementing High-Impact Scripts, Increasing Recurring Payments, Lead Conversion & Handling Inbound Inquiries, Customer Behavior Analytics & Segmentation, Objection Handling & Closing to Payment, Personalized Client Onboarding & Support, Achieving KPIs & Working in a Metrics-Driven Environment

Operations Manager (Co-founder of a B2B Fintech Project Focused on Cryptocurrency) · Xard Money · Bălți

October 2022 - January 2025 · 2 years 4 months

- Managed a B2B fintech platform in cryptocurrency and online payments with monthly turnover ranging from \$30K to \$75K.
- Raised \$45K in external capital from private investors to launch and scale the product.
- Represented the company at international crypto conferences in Singapore, Bali, and Kuala Lumpur, building partnerships and brand visibility.

TOP Skills

- **Team Management** · 2 years
- **Operations Management** · 2 years
- **Fund Accounting** · 2 years
- **Fundraising** · 2 years
- **Partner Relationship Management** · 2 years
- **Business Development** · 2 years

Languages

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

Skills

- Paper work
- AI
- Operational Systems
- Critical Thinking
- Self Motivation
- Professional Responsibility
- Self-Organization
- Customer Communications Management
- Strategic Thinking
- Ability to Multitask
- Bitrix24

- Google Docs
- Microsoft Excel

Driving licence

Category: B

- Implemented CRM and digital task-management systems (Notion, Obsidian, Telegram), increasing operational transparency and boosting team efficiency by 30%.
- Automated wallet monitoring, fund allocation, and expense tracking, reducing manual operations by 50%.
- Saved over \$20K annually by optimizing key processes, selecting cost-efficient solutions, and reducing fixed expenses.

Skills: Team Management, Operations Management, Fund Accounting, Fundraising, Partner Relationship Management, Business Development, Process Analytics, Implementation of CRM and Digital Systems, Cryptocurrency Wallet & Financial Flow Management, Business Process Improvement, Cost Optimization & Efficiency Improvement

Hookah Master · RentNarghilea · Bălți

June 2021 - September 2021 · 4 months

Full service cycle: preparation, delivery, and customer service. Managed Instagram and other social media independently with zero budget.

Maintained up to 60% weekly repeat orders.

Combined roles of hookah master, courier, SMM specialist, and customer manager.

Skills: Social Marketing, Management, Professional Responsibility, Rapid Response, Ability to Multitask

Desired industries

- Management
- Office / Secretarial
- Construction / Repairs / Architecture

Education: Higher

University of Maastricht

Graduated in: 2025

Faculty: European Studies