



👤 30 years
♂ Male
📍 Călărași
💰 400 USD

TOP Skills

- **Chat support specialist** · 5 years

Preferences

- Full-time
- Remote

Languages

- **Romanian** · Don't know
- **Russian** · Don't know
- **English** · Communication

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

Chat support specialist

Work experience

Chat support specialist · Betting industry · Călărași
March 2020 - Present · 5 years 10 months

A Chat Support Specialist in the betting industry plays a crucial role in providing exceptional customer service and ensuring smooth communication between the company and its clients. This role involves handling customer inquiries, troubleshooting issues, and offering real-time assistance through live chat platforms. The specialist is responsible for resolving technical problems, explaining betting rules, and ensuring customers understand promotional offers and terms. They must maintain a high level of professionalism, empathy, and product knowledge to deliver a positive experience. Additionally, they must monitor chat interactions for compliance with company policies, provide solutions quickly, and escalate complex issues when necessary. In a fast-paced environment, the specialist must be efficient, detail-oriented, and proactive in helping users navigate the platform. Their ability to build rapport and solve problems promptly is key to customer retention and satisfaction in the highly competitive betting industry.

Skills: Chat support specialist

Desired industry

- Telecommunications

Education: Higher

Courses, trainings

Adobe
Currently studying