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# Dispecer

## Despre mine

Self-motivated.

- Never say to a customer what we can't solve his problem
- Willingness to learn
- The ability to remain calm under pressure
- Desire to get the job done correctly

⌚ 30 ani  
♂ Masculin  
⌚ Chișinău  
✉ 25 000 MDL

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## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Franceză** · Mediu

## Permis de conducere

Categoria: B  
Cu automobil personal

## Experiență profesională

### **Director** · Parlui-Media SRL · Chișinău

*Noiembrie 2022 - Prezent · 3 ani 3 luni*

Together with my wife, we opened an SRL:

- consulting people and businesses for promotions on Instagram and TikTok
- managing their profiles on social media
- working with influencers
- organizing events

### **Customer Expert** · KATOEN NATIE · Chișinău

*Noiembrie 2017 - Noiembrie 2022 · 5 ani 1 lună*

- Ensuring that excellent levels of customer service and service delivery are maintained and exceeded.
- Fulfilling the needs of our customers, by servicing our customers in daily, weekly or monthly information and data
- Processing work instructions, containing the all necessary information in order to fulfill administrative processes and management information related to our clients
- Communication with other customer service operators (written and by phone) in English on a very regular basis, in the function of the specific needs
- Monitoring daily exceptional requirements provided by our subsidiaries and clients.

### **Customer Service** · CIEE Inc, Portland (United States) · Portland

*Mai 2017 - Septembrie 2017 · 5 luni*

Customer Service: Answering questions from CIEE participants in

the United States by phone and e-mail in a friendly and timely manner, showing empathy to frustrated and angry customers. Answering all the questions related to the programs CIEE offers. Also fax, file and perform other administrative duties to support the Customer Service Center.

SEVIS Compliance: Primary responsibility was to contact CIEE participants in the United States what are not registered in SEVIS. Following a tracking schedule, contacting participants by e-mail and phone or call their employers to get the participant's US address information.

## **Studii: Superioare**

### **Academy of economic studies of Moldova**

*Absolvit în: 2019*

Facultatea: Economic cybernetics, statistics and informatics

Specialitatea: Computer Science