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Project Manager

Experiența profesională

Freelance Journalist/Copywriter · Freelance · Chișinău

Iulie 2020 - Prezent · 5 ani 3 luni

Editing the content on faradeseuri.md website, writing articles for the website. Contract-based part-time job.

Competențe: Crearea de Conținut

Account Manager · GoParrot at Square · Chișinău

Februarie 2022 - Decembrie 2022 · 10 luni

Communicational responsibilities:

- Collecting client's requirements and implementing them accordingly;
- Running demo calls and presentations for the clients (US market);
- Advising the clients how to achieve a better web store;
- Continuous customer happiness maintenance throughout the implementation process.

Technical responsibilities:

- Customizing web stores and via dashboard;
- Implementing the features requested by the client;
- Collecting feedback, feature requests and escalating accordingly to RnD team;
- Troubleshooting issues/errors submitted by the client;

Competențe: Asistență Tehnică, Management de Proiect, Comunicații Interpersonale, Abilități de Comunicare, Gestionarea Comunicațiilor cu Clienții, Lucrul în Echipă, Serviciul Clienți

Customer Service Agent L1 · Stefanini · Chișinău

Noiembrie 2020 - Ianuarie 2022 · 1 an 3 luni

- Provided support to clients (via phone, chat and email) regarding a vast range of technical issues: software issues, VPN, account issues, software installation, Internet connectivity issues, emailing options etc.;
- Guided the new customers through the onboarding process;
- Fixed and explained all misconfigurations, questions, issues from customers;

31 ani
Feminin
Chișinău
30 000 MDL

in

TOP Competențe

- **Crearea de Conținut** · 5 ani
- **Asistență Tehnică** · 1 an
- **Client support** · 1 an
- **Management de Proiect** · 11 luni
- **Comunicații Interpersonale** · 11 luni
- **Abilități de Comunicare** · 11 luni

Preferințe

- Part-time
- În ture
- Fără program
- Flexibil
- Full-time
- În locația angajatorului
- Hibrid (Oficiu/Acasă)
- Remote

Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Bulgară** · Elementar
- **Ucraineană** · Elementar

- Documented issues that I dealt with on a daily basis into the ticketing system;
- Escalated issues to the next level of support when necessary.

Competențe: Asistență Tehnică, Client support

Copywriter/Journalist · Rockit Conference 2020 · Chișinău

Mai 2020 - Iunie 2020 · 2 luni

- Translating press-releases from Romanian/English to Russian;
- Preparing interviews, articles for PR campaign of the conference.

Learning Processes Manager · PENTALOG CHI · Chișinău

Mai 2019 - Aprilie 2020 · 12 luni

Pentalog CHI is a French IT company with 11 offices all over the world. As IT domain is developing very fast, the company needs to constantly train its employees to be on track with new trends. So at this point, I was responsible for:

- Operations coordination for all trainings (quantitatively and qualitatively) in 11 offices in France, Germany, USA, Mexico, Moldova, Romania, Vietnam;
- Analysis of data and documents, providing statistics and summaries of training data;
- Development of internal satisfaction surveys; evaluation of the effectiveness of trainings;
- Supervising English, French, German languages teachers in 6 agencies and validating their salaries;
- Providing access to online self-training platforms;
- Annual training plan update.

Founder & Coordinator at “Hai, Moldova!” and World Cleanup Day- 2018 · Ecovisio · Chișinău

Decembrie 2017 - Martie 2019 · 1 an 3 luni

Since Hai Moldova is a civic initiative that makes part of global international movement Let's Do It! World and World Cleanup Day, as initiator of the project in Moldova in 2018 I was responsible for:

- recruiting people to organize a national cleanup;
- finding partners and donors and maintaining relationships with them, fundraising;
- managing social networks accounts;
- events planning;
- making sure marketing strategy from global team is translated and adapted for local context;
- managing logistics of all communication and branded materials;
- spokesperson role - leading press-conferences with partners,

international guests and speakers from different domains: local authorities, embassies, business, NGOs;

- keeping track of project budget - preparing spending reports and all necessary documents;
- management of logistics and content for trainings for local coordinators;
- ensuring all necessary documentation for 7-10 team members' employment and contracts with partners;
- financial reporting.

Locally the project involved 77 thousands of people and 100 000 EUR. Globally in the World Cleanup Day took part 157 countries and 17 mln. of volunteers, making it the biggest international civic movement in human history.

OSCE Translator for International Short-term Observers at Parliamentary Elections in Moldova · OSCE · Chişinău

Februarie 2019 - Februarie 2019 · 1 lună

I was a short term OSCE accredited interpreter for short-term international observers at Moldovan Parliamentary Elections on 24 February 2019.

“Kometa” video journalist and editor · “Kometa” · Chişinău

Februarie 2018 - Mai 2018 · 3 luni

Searching actual and viral stories

Editing texts in Russian and Romanian

Editing videos and publishing them in Facebook and vk.com (see all my videos here <https://vk.com/kometa.news>)

UNDP intern · UNDP · Chişinău

Octombrie 2017 - Ianuarie 2018 · 4 luni

Providing PR and Communication support to the project

Fully responsible for organizing the accessibility event “User Safari”

Creating a booklet about the project “Strengthening capacities of the MIA of Moldova”

Website Operator · Metru Patrat · Chişinău

Iulie 2017 - Septembrie 2017 · 3 luni

Content writing for website.

Communication Coordinator · Moldovan Environmental Governance Academy · Chişinău

Iunie 2016 - Iulie 2017 · 1 an 1 lună

- Making overall communication strategy for all projects of organization (website, SMM).
- Creating PR-strategy for organization.
- HR responsibilities - Recruiting new team members (launching calls for application, preparing ToRs, interviewing)
- Event management.
- Collaboration with media.
- Creating Facebook and blog content.

Articles have attracted potential partners and participants of educational projects such as "Face Robots", "Eco-Hackathon", "Hai Moldova" etc.

I was an active member of organization, offering ideas to projects' development.

Journalist, TV Reporter · NTS · Taraclia

Septembrie 2016 - Noiembrie 2016 · 3 luni

Basic reporter's activities:

- interviewing people;
- creating text for voiceover;
- making a voiceover;
- editing the videos.

Domeniul dorit

- IT, Tech

Studii: Superioare

The Moldovan State University

Absolvit în: 2016

Facultatea: Journalism and Mass Communications

Specialitatea: Journalism

University of Exeter Business School

Studiez la moment

Facultatea: Faculty of Environment, Science and Economy

Specialitatea: MSc Entrepreneurship and Innovation Management

Cursuri, training-uri

Clean World Conference in Tallinn

Absolvit în 2018

Organizator: Let's Do It! World

Clean World Conference in Tallinn

Absolvit în 2019

Organizator: Let's Do It! World

Winter and Summer Schools for Young Leaders "Take-Off".

Absolvit în 2016

Organizator: British Embassy in Chisinau

IELTS Certification 7.0

Absolvit în 2023

Organizator: IELTS