



43 ani
 Feminin
 Chișinău
 30 000 MDL

Preferințe

- Full-time

Limbi

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

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

Client Relations | Customer Service | Operations Management

Despre mine

Hi there! I'm Elena and I love helping clients resolve various operational, service or product related problems, even in situations which might seem to be "impossible missions".

I'm a nurturing leader; supporting my team towards achieving their highest potential, while providing unparalleled customer service.

Regardless of the role I play within the team, I'm committed to delivering results!

- o Driving Delightful Customer Service;
- o Efficient Problem Solving;
- o Lead Client Relations;
- o Facilitating Mediation with External Authorities & with Third Parties (backed by impressive success rates);
- o People Management & Employee Development;
- o Operations Management;
- o Supplier Management.

Experiența profesională

PROJECT MANAGER · Unifun · Chișinău

Aprilie 2019 - Prezent · 6 ani 8 luni

- Joined the company as an Account Manager, however due internal requirements I was transferred to a Project Management's position. Supported a newly formed department, working on an innovative project (Wrong IVR Advertising).
 - Responsible and accountable for the development, deployment and implementation of Unifun services (software) in mobile operator networks.
 - Distributing and controlling task execution by Software developers, System Administrators, Content Managers, onsite engineers.
 - Daily interacting and coordinating with clients, as well as with onsite engineers in product implementation scopes.
 - Co-developing product concept, goal and main stages of project launching.
- *the department is being dissolved

OPERATIONS MANAGER · Click Aviation Network, Dubai, United Arab Emirates

Octombrie 2014 - Noiembrie 2018 · 4 ani 2 luni

□ Head of a 24/7 Operations Department. Direct management of 20; indirect reports of 36. Responsible and accountable for the successful service delivery, at the right standards, by my team, as well as by various suppliers worldwide. The role included coordination with authorities (Civil Aviation Authorities, Airports, Embassies, Ministries of Foreign Affairs, Defense Attache offices etc) as well as coordination, negotiation and collaboration with agents and 3rd party vendors, internationally - across 6 continents.

□ I had joined the company at a start-up stage and had built the department from scratch: hired a multinational team; trained them and co-designed all the business processes. The team grew to be one of the strongest Operations team in the Flight Support industry, turning even "impossible missions" into success stories in 90% of the cases (meaning clients' service requests which had been rejected elsewhere before landing on our table, including of flights denied entry into airspaces; aircrafts denied permits to land due to short notice, or due to vendors' inability to arrange requested services etc).

□ For company's platform: suggested and provided necessary inputs to create "virtual assistant" features, customized per each type of user (be it client, supplier or internal user). The new functionalities greatly facilitate and streamline working processes; reduce training times for new joiners or for personnel promoted to new roles; preventing most types of human errors which otherwise proved to occur in practice. They also work as a navigator through country-specific operational related requirements. My work on this project significantly enhanced customer experience features and took the Omega platform to an entirely new level.

FLIGHT OPERATIONS OFFICER TO QUALITY CONTROL MANAGER · UAS International Trip Support, Dubai, United Arab Emirates

August 2008 - Iulie 2014 · 5 ani 11 luni

□ Joined in 2008 without previous relevant experience; quickly learnt to obtain Overfly and Landing permits, as well as other necessary approvals from various authorities, for such flight types as: Ad-Hoc, Ambulance, Military, State flights, Scheduled and Survey flights.

□ Promoted to a Senior Flight Operations Specialist in Dec 2010. After a merge of responsibilities between 3 Operational departments: Permits, Handling and Fuel divisions, Operations personnel has been further divided into 3 teams, based on clients' geographical areas. Each team was taking care of all aspects related to providing trip support services for their clients. One of the teams wasn't coping-up with the changes. That was when company management decided to appoint me in

charge of the team which was facing major troubles.

□ In May 2013 I was promoted to a Quality Control Manager, to lead the Operations team taking care of African, European and CIS countries clients' requests. I have re-allocated roles within the department; developed and implemented error-prevention measures at multiple levels; I have mentored 1 on 1 each team member (team was comprised of 18 team members); I have fostered an inclusive and mutually supportive environment and within 3 months, the number of customers' complaints reduced by 80%; in another 6 months the team grew to be a top performer.

□ Increased to 90% the success rate in service delivery for flights which already reached a dead-end situation; became the nbr 1 go-to person whenever clients were stuck or service set-up required assistance from diplomatic authorities, thus directly contributed to extending the spectrum of services provided by the company and to attracting key business and new clients. Overtook from competitors entire flight programs of 50 flights and of 200 flights in a matter of a couple of days, solely due to my keen problem solving, observation and analytical skills.

CUSTOMER SERVICE REPRESENTATIVE · M.H.

Alshaya Co, Dubai, United Arab Emirates

Iulie 2006 - Noiembrie 2007 · 1 an 5 luni

□ Showroom sales

□ Greeting and assisting customers in making better choices, while purchasing products most suitable for their individual needs.

ACCOUNTANT · Brio Studio and MIA Media · Chişinău

Februarie 2006 - Iulie 2006 · 5 luni

□ Accurate and efficient book-keeping;

□ Brought to order companies' documentation and introduced an easy to manage document recording and maintaining system.

Accountant-Cashier/Office Support · Drumuri Chisinau · Chişinău

Iulie 2004 - Februarie 2006 · 1 an 8 luni

□ Assisted the Accounts Manager in routine book-keeping tasks, such as recording the incoming and outgoing Invoices; payroll; accounting reports;

□ Was in charge of the petty cash and other cash related transactions.

Studii: Superioare

Moldova State University

Absolvit în: 2005

Facultatea: Sociology, Psychology and Philosophy

Specialitatea: Social Work

Cursuri, training-uri**□ International Negotiations Skills**

Absolvit în 2014

Organizator: International Air Transport Association (IATA) IATA,
Montreal HQ, Canada, License nbr: 0000333179

□ ISO 9001: 2015 Internal Auditor Training Course

Absolvit în 2016

Organizator: Global Institute of Quality Management SIML 04
(UAE, Dubai)

□ Station Ground Handling Management

Absolvit în 2014

Organizator: International Air Transport Association (IATA)
4808100/01/09

Project Manager course, Module 1

Absolvit în 2019

Organizator: Unifun