



♀ 23 ani  
♂ Masculin  
◎ Chișinău

## Preferințe

- Full-time

## Limbi

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

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

## Caut lucru

### Despre mine

Self-motivated and highly reliable university student positioned to contribute strongly to customer service operations. Adept at multitasking and prioritizing in a high-pressure work environment. Excellent communicator in crisis situations for a wide variety of diverse populations.

#### Skills

MS Office , Central Dispatch

Personal Qualities

Adaptable, Focused, Eager, Independent, Focused

### Experiența profesională

#### **Dispatcher in transport company** · ☎ · Chișinău

*Februarie 2022 - Februarie 2022 · 1 lună*

Conduct and manage port clearance operations to control carrier deliveries, determine shipping configurations, loading requirements, and loading/offloading capabilities. Receive emergency calls. Monitor and report various GPS routes, road and weather conditions. Keep track of all drivers on the road and delivery times and departure times through GPS tracking. Dispatch drivers to customer pickup locations while assisting supervisors in the office with filing and computer operations.

#### **Customer Service Representative** · S.R.L

*Megapro* · Chișinău

*Mai 2020 - Septembrie 2021 · 1 an 5 luni*

Manage large amounts of incoming phone calls Generate sales leads Identify and assess customers' needs to achieve satisfaction Build sustainable relationships and trust with customer accounts through open and interactive communication Provide accurate, valid and complete information by using the right methods/tools Meet personal/customer service team sales targets and call handling quotas Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents Follow communication procedures, guidelines and policies Take the extra mile to engage customers

## **Studii: Superioare**

**Academia de Studii Economice din Moldova**

*Studiez la moment*

Facultatea: Bussines și Administare

Specialitatea: Marketing și Logistică