



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

# Customer care representative

## Despre mine

I am a result-oriented, motivated customer service and telesales professional with over 2 years in client relationship management. Proficient at handling contact methods while accurately documenting customer issues and providing first class service with every interaction. Posses an unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty. Able to listen attentively, solve problems creatively using tact and diplomacy to achieve win-win outcomes.

Excellent communication

Time management

Flexible

Team player

- ♀ 33 ani
- ♂ Masculin
- ⌚ Chișinău
- ✉ 19 500 MDL

## Preferințe

- În ture

## Limbi

- **Română** · Elementar
- **Rusă** · Nu cunosc
- **Engleză** · Fluent

## Experiența profesională

### Travel Agent · International Travel Network · Chișinău

*Iunie 2022 - Prezent · 3 ani 8 luni*

Consult with clients: Travel agents meet with clients to discuss their travel preferences and help them plan their trips based on their budget, destination preferences, and other factors.

Research and book travel arrangements: Travel agents research and book flights, hotels, rental cars, and other travel arrangements for their clients.

Provide travel advice: Travel agents provide clients with advice on travel visas, passport requirements, travel insurance, and other travel-related matters.

Create travel itineraries: Travel agents create detailed travel itineraries that outline the client's travel plans, including flight and hotel reservations, activities, and other details.

Make changes to travel arrangements: Travel agents help clients make changes to their travel arrangements, such as changing flights, hotels, or rental cars, and provide assistance in case of cancellations or delays.

Keep up-to-date with travel trends: Travel agents keep up-to-date with the latest travel trends, destinations, and travel-related news to provide clients with the most relevant and up-to-date advice.

Build relationships with clients: Travel agents build relationships with clients to understand their preferences and offer personalized service, and they may also provide assistance with loyalty programs and frequent traveler programs.

Process payments: Travel agents process payments for travel arrangements and keep detailed records of all transactions.

Handle customer complaints: Travel agents handle customer complaints and work to resolve any issues that arise during the booking or travel process.

### **Sales Representative** · Denobel Telecomms LTD · Awka

*Noiembrie 2016 - Decembrie 2020 · 4 ani 1 lună*

Present, promote and sell products/services using solid arguments to existing and prospective customers.

Establish, develop and maintain positive business and customer relationships.

## **Studii: Superioare**

### **Madonna University**

*Absolvit în: 2013*

Facultatea: Social sciences

Specialitatea: Political Science

### **American University of moldova**

*Studiez la moment*

Facultatea: Social Sciences

Specialitatea: International Relations

### **American University of Moldova**

*Studiez la moment*

Facultatea: Social Sciences

Specialitatea: International Relations