



Contact details are available for a fee.
Details here:
<https://www.lucru.md/ro/preturi/cv>

Sales Manager

About me

��道几种外语;
具备商务沟通技巧;
创建客户数据库, 使用和保存;
能够找到所需信息

- ♀ 38 years
- ♂ Male
- ⌚ Chișinău
- ✉ 20 000 MDL

f

TOP Skills

- **Sales** · 1 year

Preferences

- Flexible
- Full-time

Languages

- **Romanian** · Elementary
- **Russian** · Fluent
- **English** · Fluent
- **Italian** · Communication

Driving licence

Category: B
With personal auto

Sales Manager · Unifun · Chișinău

April 2023 - September 2024 · 1 year 6 months

- Managing the sales flow of new services in existing customers;
- Searching for new customers – mobile network operators;
- Preparation of commercial documentation, contracts and business cases;
- Participation in resolving operational issues for current clients;
- Follow up the work on project launches in mobile network operators;
- Monitoring and increasing revenue of the launched projects;
- Preparation of analytical reports on mobile operators;
- Participation in the implementation of new sales strategies;
- Negotiations with the CEO, CMO, CCO, CTO, Product Director, Head of VAS in mobile operators.

Skills: Sales

Tech support manager · Unicore · Odessa

November 2021 - January 2023 · 1 year 3 months

- serve as first point of contact (via phone, email, and web-based support portal) for customers regarding software and technical issues.
- maintain detailed records of all internal and external customer interactions.
- work with customer to clearly identify problems and apply the appropriate solution.
- escalate high priority issues to senior support staff and cross-functional teams as necessary to determine and address the root cause of issues.
- maintaining and developing support workbook and

troubleshooting guide
(JIRA)

Account manager · iWoop · Odessa

December 2019 - December 2021 · 2 years 1 month

- developing business opportunities with existing clients base
- analysing market performance for targeted business offers
- participation in day-to-day discussions with clients; defining campaign statuses, strategy and performance

Tech support manager · IVIA · Odessa

March 2019 - December 2019 · 10 months

- direct oral and written communication with web and mobile users
- providing technical assistance to users
- issue reporting, fixing and tracking
- reporting issues to Level 2 Support
- maintaining and developing support workbook and troubleshooting guide

(JIRA)

Technical writer, customer support · Vicman Software LLC · Odessa

November 2012 - March 2019 · 6 years 4 months

- B2B e-mail marketing synchronized with CRM system (5000 clients)
- communication with clients
- drafting of contracts and invoices
- purchasing of domains
- translation of mobile apps interface to Italian
- product manual and instructions adjustment
- creating and rewriting technical articles and guides
- testing of Android apps and web-widgets
- technical support for iOS/Android/Web users
- moderation of user comments and questions

Desired industry

- IT, Tech

Education: Higher

Odessa ONU I.I.Mechnikov

Graduated in: 2011

Faculty: Romano-Germanic philology

Speciality: Translator

Courses, trainings

JIRA certificate

Graduated in 2019

Organizer: Coursera.org