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# Customer Support Manager

## Despre mine

Knowledge of foreign languages : English fluently (written and spoken), Russian fluently

(written and spoken), Romanian fluently (written and spoken), Deutsch (beginner).

- Computer skills: Experienced user (Microsoft Office, Internet, Trados, NetSuite, Salesforce,

Zendesk, Jira)

- Personal qualities: Responsible, Leadership Character, High efficiency, Learning fast

- Excellent communication skills

Excellent command of English

- Excellent Negotiation skills

- A flexible and willing to learn person

- Self-motivated young individual

## Experiența profesională

**Data Processing Agent** · Hegelmann · Chișinău

*Ianuarie 2025 - Iulie 2025 · 6 luni*

Fulfillment of customer requirements

Management of surveys and feedback

Solving technical and customer problems

Customer guidance

Competențe: Team work

**Dispatch/Sales Manager** · Rhenus · Germany, Munchen

*Septembrie 2022 - August 2024 · 2 ani*

Organizing entering information

Negotiation with Drivers and Customers

Organizing the delivery schedule

Competențe: Organizing job

**Customer Support Manager** · ExpertWare ·

👤 38 ani

♂ Masculin

📍 Chișinău

💰 15 000 MDL

## TOP Competențe

- **Organizing job** · 1 an
- **Team work** · 7 luni

## Preferințe

- Full-time

## Limbi

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

## Chişinău

*Martie 2017 - Septembrie 2022 · 5 ani 7 luni*

Site management

Fulfillment of customer requirements

Management of surveys and feedback

Solving technical and customer problems

Customer guidance

Resolution of incoming tickets

Tools: Salesforce, NetSuite, Zendesk, Jira

## **Sales Manager** · Smart Business Solutions Group · Chişinău

*Ianuarie 2015 - Februarie 2017 · 2 ani 2 luni*

Cold calling

Financial Consultation

Client leading

## **Manager on Benquets** · Conrad Dubai Luxury Hotel · Dubai

*August 2013 - August 2014 · 1 an 1 lună*

Team leader

Manage tasks

Organization of the workflow process

Solving problems that arise with customers

Manage Deliveries

Administrative processes

## **Dispatch** · Miracle Movers · Chişinău

*August 2011 - Noiembrie 2012 · 1 an 4 luni*

Organizing entering information

Negotiation with customers and drivers

Organizing the delivery schedule

## **Domeniul dorit**

- Call-center / Back-office

## **Studii: Superioare**

### **Universitatea de Studii Europe e a Moldovei**

*Absolvit în: 2011*

Facultatea: Limbi Moderne

