



👤 29 ani
♀ Feminin
📍 Chișinău
💰 40 000 MDL



Preferințe

- Fără program

Limbi

- **Română** · Fluent
- **Rusă** · Comunicare
- **Spaniolă** · Fluent
- **Engleză** · Fluent
- **Olandeză** · Mediu

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

Remote Sales Agent / Insurance Agent / Purchasing Representative

Despre mine

ACROYOGA, COOKING, TRAVELLING, PHOTOGRAPHY, LATIN DANCES

In my spare time, I enjoy meeting up with my friends and family, delighting them with homemade cakes.

Travelling, AcroYoga and Salsa dance inspire me, help me create new connections and find my Zen.

- Motivated and patient
- Positive and friendly
- Detail oriented
- Responsible and dedicated
- Flexible to different situations
- Problem solving strength

Experiența profesională

Front Desk Representative · Holiday Inn & Holiday Inn Express Amsterdam - Arena Towers · Freelancer · Peste hotare

Septembrie 2022 - Februarie 2023 · 6 luni

- Welcomed each new arrival pleasantly and confirmed reservation and identification.
- Verified that personal and payment information on guest accounts was accurate and complete.
- Completed late check-ins and directed guests to rooms and facilities with helpful demeanour.
- Processed new bookings via the AMADEUS system, ensured maximum room occupancy and assisted guests with any special requirements.
- Handled incoming calls on a multi-line phone system and directed them to the correct staff member while answering general information questions as required.
- Improved customer service ratings through prompt responses to requests.

- Resolved service-related problems and documented actions in the system, kept accounts in balance and ran daily reports to verify totals.
- Calculated the final invoices, collected payments and ensured the guests had a pleasant experience.

Rental Sales Agent · Sixt Car Rental at Schiphol Airport Amsterdam, Netherlands · Amsterdam

Noiembrie 2021 - Noiembrie 2022 · 1 an 1 lună

- Greeted clients as they arrived, provided them with information on their car rental agreement services and collecting payments.
- Created more than 500 contracts/month, exceeded sales targets and generated more than €40k in sales revenue.
- Provided outstanding customer service in all customer interaction situations.
- Prepared rental agreements for customers to sign, reviewed rental agreement with customers, checked the driver's license, identity card and credit card.
- Promoted any additional services (insurance, car upgrades, GPS, prepaid fuel etc.), and handled any questions or concerns as explanation of charges, vehicle features, directions, etc.
- Checked out customer cars and provided them with car keys. Checked in customer cars, inspected incoming vehicles for new damages and reported to the on-duty supervisor. Completed Car exchange requests and extensions in the computer system.

Photo Expert / Sales Advisor · Image Insight - Madame Tussauds - Amsterdam, Netherlands · Amsterdam

Aprilie 2019 - Octombrie 2021 · 2 ani 6 luni

- Approached 1500-2000 guests/day and actively encouraged to have their photo taken.
- Shot 300 pictures per hour, increased 3 times the target per hour and received dozens of compliments from clients.
- Took orders, printed photos, fulfilled guest's photo package while provided excellent customer service and created fantastic experience for every guest.
- Handled payments and refunds at busy cash desk.
- Achieved KPI's, exceeded targets and expectations by remaining motivated.
- Managed photo lab inventory, placing orders for toner, ink and paper when supplies were low.

Sales Assistant · Scalpers Fashion Netherlands B.V - Amsterdam, Netherlands · Amsterdam

Iulie 2018 - Ianuarie 2019 · 7 luni

- Greeted customers and offered assistance with selecting merchandise, finding accessories and

completing purchases.

- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Drove team revenue totals by bringing in over 1000€ in sales.
- Merchandised attractive shelf displays with current offerings to drive store sales.
- Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
- Processed cash and credit card payments.

Sales Consultant/Beautician · Sakare Luxury Cosmetics Company - Amsterdam, Netherlands · Amsterdam

Noiembrie 2017 - Aprilie 2018 · 6 luni

- Approached more than 70 customers/day, evaluated client needs and recommended treatments to achieve desired result.
- Recommended products based on skin assessment and application preference.
- Demonstrated products to show potential customers benefits and advantages and encourage purchases.
- Negotiated prices with potential customers and closed deals.
- Scanned items, handled cash and credit transfers with accuracy.
- Provided friendly and attentive responses to customer queries and issues.

Buying Representative · Lanius Trading GMBH · Chişinău

Iunie 2017 - Noiembrie 2017 · 6 luni

- Identified new toy vendors of brands such as Lego, Mattel, Hasbro, Playmobil and introduced them in database.
- Interviewed potential vendors, obtained most cost-effective pricing for toy lots, overstocks.
- Established and maintained effective and lasting vendor relationships through dynamic communication, collaboration and intelligent questioning skills.
- Handled 70 calls per day to address customer inquiries and concerns.
- Worked with departments to find new and better items to fulfil diverse needs.
- Accepted and processed supply requests from staff and generated POs.

Market Research Interviewer · Magenta Consulting Company · Chişinău

Ianuarie 2016 - Septembrie 2017 · 1 an 9 luni

- Am realizat sondaje de opinie in teren.

Customer Support Representative · Smashing Team Company · Chişinău

Februarie 2017 - Mai 2017 · 3 luni

- Supported customer questions and issues by gathering data, analysing needs, evaluating possible resolutions and implementing best solutions.
- Participated in ongoing training to learn new products and enhance skills to improve customer support delivery.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Managed more than 100 inbound/outbound calls and emails per day.
- Provided primary customer support by identifying with technical department the suitable engine for customer's car.
- Provided information about new offers and maximized opportunities to sell car engines.

Studii: Superioare

The Moldova State University

Absolvit în: 2017

Facultatea: Bachelor of Arts: Modern and Classical Languages (Spanish-English)

Specialitatea: Spanish language and literature and English language