



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

Customer Support

Despre mine

DIGITAL SKILLS:

Outlook / Social Media / Google Docs / Microsoft Excel / Microsoft Powerpoint / Google Drive /
Skype / Microsoft Word / Prezi / Adobe Photoshop (basic elements)

- 👤 31 ani
- 👤 Feminin
- 👤 Chișinău
- ✉ 20 000 MDL

Preferințe

- Part-time

Limbi

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

Experiența profesională

Customer Support · «Digital Grup SRL» · Chișinău
Aprilie 2019 - Octombrie 2023 · 4 ani 6 luni

- Managing large amounts of incoming phone calls, emails and Live Chat messages;
- Resolving customer complaints;
- Taking orders or processing payments over the phone;
- Handling returns and exchanges;
- Answering customer questions about the company, products, services and policies;
- Additional responsibilities related to Chargeback claims posted by customers: organization and track of the dispute data, resolving disputes by providing the bank with necessary evidence from the company's records, communication with problematic customers about the reasons that led them to file a chargeback claim, working on prevention of a possible Fraud attack;

Studii: Superioare

IRIM (Institute of International Relations of Moldova)

Absolvit în: 2016

Facultatea: Faculty of World Economy and International Economic Relations

Specialitatea: International Economic Relations