



👤 17 years  
♀ Female  
📍 Chișinău

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

# Quality Assurance Supervisor & Agent

## About me

I am a detail-oriented and analytical person, with a strong foundation in logic and problem-solving developed through my studies in a science-focused academic track. I enjoy checking, refining, and ensuring that everything runs smoothly — especially in fast-paced online environments where accuracy is key. I'm committed, communicative, and eager to contribute to improving both internal processes and the overall customer experience.

## Work experience

**CEO** · Cozy Bee Crafts · Chișinău

*January 2022 - Present · 3 years 11 months*

-Founded and led a handmade toy company, overseeing all areas of operations from concept to delivery.

-Managed and optimized production workflows to ensure consistent quality and on-time order fulfillment.

-Personally ensured quality control of all products, developing internal quality standards.

-Represented the company at trade fairs and events, engaging directly with clients and increasing brand visibility.

-Handled all customer interactions, including complaints and inquiries, maintaining a 5-star satisfaction rate.

-Organized logistics, inventory, and supplier relations to ensure smooth business operations.

-Designed and implemented strategies to grow the customer base and retain loyal clients.

-Trained and coordinated temporary collaborators for events or large orders.

-Solved daily operational challenges through quick decision-making and a hands-on approach.

-Adapted business strategies based on market trends, customer feedback, and internal performance reviews.

**Skills:** Fast-learner, Continuous improvement mindset, Decision-making under pressure, Time management & multitasking, Team collaboration & task delegation, Problem-solving & adaptability, Event planning & coordination, Customer service & client communication, Quality control & attention to detail, Operational & process management, Leadership & strategic planning

## TOP Skills

- **Customer service & client communication** · 3 years
- **Quality control & attention to detail** · 3 years
- **Operational & process management** · 3 years
- **Leadership & strategic planning** · 3 years
- **Event planning & coordination** · 3 years
- **Problem-solving & adaptability** · 3 years

## Preferences

- Flexible
- Remote

## Languages

- **Romanian** · Native
- **Russian** · Medium
- **English** · Fluent
- **German** · Elementary
- **Turkish** · Elementary

## Skills

- Computer user skills
- Passionate
- Fast-learner

## **Desired industry**

- Call Center / Back Office

## **Education: Student**