



👤 19 years

📍 Chişinău

📍 Comrat



## TOP Skills

- **Customer support** · 9 months
- **Software setup** · 9 months
- **Teamwork** · 9 months

## Preferences

- Full-time
- Remote

## Languages

- **Romanian** · Don't know
- **Russian** · Native
- **English** · Communication
- **Ukrainian** · Medium
- **Bulgarian** · Medium

## Skills

- Fast adaptation
- Ability to handle business correspondence
- Communication skills

## Driving licence

Category: A, B

With personal auto

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

# Support Manager

## About me

A technical support manager with extensive experience. My main goal is to utilize my experience in solving technical problems and assisting users to improve user satisfaction and company performance. I am stress resistant and able to absorb new information on the go. I always remain professional and can do what is needed in any situation.

## Work experience

**Customer support** · Virtual card company · Wroclaw  
*July 2024 - March 2025 · 8 months*

- Processing incoming queries from users via email and chat.
  - Participating in payment disputes and interacting with the acquiring bank.
  - Conducting interviews with users to provide access to the platform.
  - Working with KYC requests (user verification, document verification).
  - Diagnosing and escalating technical issues to IT department.
  - Maintaining and updating the database of user queries.
  - Interaction with other departments to solve complex problems.
- Skills: Customer support, Software setup, Teamwork

## Desired industries

- Call Center / Back Office
- IT, Tech
- Management

## Education: Secondary