



👤 29 years
📍 Chișinău
💰 2 500 USD

TOP Skills

- **Customer Satisfaction** · 6 years
- **Punctuality** · 6 years
- **Team work** · 6 years
- **Attention to Detail** · 4 years
- **Success Driven Person** · 3 years
- **Firefighting** · 2 years

Preferences

- Full-time
- Flexible
- Remote

Languages

- **Romanian** · Native
- **Russian** · Native
- **English** · Fluent
- **Spanish** · Medium

Skills

- EQ
- Writing skills
- Clear communication skills
- Attention to Detail
- Patience
- Problem Solving

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

Lucrătoare

About me

Experienced Customer Service Representative with over 6 years of success in handling customer inquiries, solving problems quickly, and maintaining high satisfaction rates. Known for clear communication, strong attention to detail, and staying calm under pressure. Reliable, punctual, and focused on delivering results and creating positive customer experiences. Given the opportunity I strive to exceed expectations.

Work experience

Flight attendant · Emirates · Dubai

November 2022 - November 2024 · 2 years 1 month

- Welcoming passengers as they board and exit the aircraft.
- Conducting safety checks on all equipment to ensure everything is in working order.
- Maintaining cleanliness in the cabin and ensuring food and drinks are available.
- Providing safety instructions and assistance during emergencies.
- Creating a pleasant atmosphere for passengers throughout the flight.

Skills: Customer Satisfaction, Firefighting, Cardio-Pulmonary Resuscitation (CPR), Security Policies, Punctuality, Team work

Travel Agent · IT Park · Chișinău

November 2021 - November 2022 · 1 year 1 month

- Booking flights and accommodations
- Offering expert advice on destinations, activities, and cultural nuances
- Navigating complex itineraries to ensure smooth journeys
- Building relationships with clients
- Using necessary tools like CRM, GDS in order to exceed customer expectations

Skills: Business Travel Management, Negotiation Skills, Scheduling, Time Management, Customer Service

Travel Agent/Sales department · Kivork · Chişinău

April 2018 - October 2021 · 3 years 6 months

-Cooperating with clients to determine their needs and advising them

appropriate destination, modes of transportations, travel dates, costs and

accommodations

-Deal with occurring travel problems, complaints or refunds

- Enter data into our software and maintain client files

-Attend travel seminars to remain updated with tourism trends and techniques

=Meet profit and sales targets

Skills: Success Driven Person, Attention to Detail, Customer Satisfaction, Punctuality, Team work

Fraud prevention Specialist · Dynino · Chişinău

April 2017 - March 2018 · 11 months

Reviewing transactions and analyzing data to detect and prevent fraud.

Conducting investigations.

Collaborating with law enforcement and other financial institutions.

Collecting data and implementing into the system for future references

Skills: Attention to Detail, Punctuality, Customer Satisfaction, Team work

Desired industries

- Call Center / Back Office
- IT, Tech
- Logistics / Transport

Education: Specialized secondary

Emirates Aviation College

Graduated in: 2022

Tesol Certificate

Graduated in: 2021

Liceul teoretic Petre Stefanuca

Graduated in: 2016