



- 👤 27 ani
- ♀ Feminin
- 📍 Chişinău

Preferințe

- Full-time

Limbi

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

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

Recruiting

Despre mine

I belong to the type of people with a predominant emotional intelligence.

This makes me an empathic person with a need to study psychology.

At the moment I am studying the topic of critical and creative thinking as a way to improve the quality of life.

Digital art plays an important role in my life. Therefore, I have been creating photo and video content, which has been my additional income for more than a year.

Since I am a sociable person with a need to make people laugh and express my thoughts, blogging is my daily routine, without which I cannot imagine my life. I actively run Instagram and Tiktok, and I also help people to reveal themselves as individuals and as specialists in social networks.

I believe that new ideas and thoughts can only come through new actions.

Experiența profesională

CONTENT manager · LAYOUT SRL

Septembrie 2020 - Februarie 2022 · 1 an 6 luni

Creating unique content for business (Photo, video, banners)

Copyright and unique textes

Monthly preparation of a content plan

Creating a unique business strategy depending on individual goals

Negotiating with clients

Daily maintenance of Instagram and Tiktok (creating daily stories, reels and tiktoks)

Writing scripts for instagram stories

Organization of filming (photo/video content)

Creating a unique visual style

consultation of personal brands

blogging mentoring

Customer support agent · KIVORK SRL

Aprilie 2019 - Mai 2020 · 1 an 1 lună

Answered 200+ calls daily in order to assist customers with their problems with tickets.

Gave moral support and clear instructions to each client who found themselves in an emergency.

Build a high level of trust between customer and company in order to avoid bad reviews.

Remain professional even in situations with very difficult clients.

Assisted customers via phone, chat, email.

Explored the structure of each department of the company in order to better control the process of solving the client's problem and be able to update him immediately with correct information.

Learned how to write a business email inside the company and with the client.

Sales agent · KIVORK SRL

Februarie 2019 - Aprilie 2019 · 3 luni

Did 100-200+ calls daily in order to provide customers a high service of assistance and find the best fly option to each.

Collected all the information using a special script and right tone of voice to build a trust between customer and company.

Presented every fly in a professional order using special sales techniques in order to work with customer's objections.

Collected reviews in order to improve the rating of company.

Actively participated in masterminds, the purpose of which was to reveal the potential and strengths of each agent.

Improved the level of English by attending courses within the company.

Studii: Superioare

MOLDOVA STATE UNIVERSITY

Absolvit în: 2019

Facultatea: Foreign languages

Specialitatea: Translator (Eng-Rus)