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# Customer Support Manager

## Experiența profesională

### **Customer Support Manager** · ExpertWare

*Martie 2017 - Septembrie 2022 · 5 ani 7 luni*

Site management

-

Fulfillment of customer requirements

-

Management of surveys and feedback

-

Solving technical and customer problems

-

Customer guidance

-

Resolution of incoming tickets

-

Tools: Salesforce, NetSuite, Zendesk, Jira

### **Sales Manager** · Smart Business Solutions Group

*Ianuarie 2015 - Februarie 2017 · 2 ani 2 luni*

Cold calling

-

Financial Consultation

-

Client leading

### **Manager on Benquets** · Conrad Dubai Luxury Hotel · Dubai

*August 2013 - August 2014 · 1 an 1 lună*

Team leader

-

Manage tasks

-

Organization of the workflow process

- 👤 37 ani
- ♂ Masculin
- 📍 Chișinău

## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Germană** · Elementar

- Solving problems that arise with customers
- Manage Deliveries
- Administrative processes

### **Dispatch · Miracle Movers**

*August 2011 - Noiembrie 2012 · 1 an 4 luni*

- Organizing entering information
- Negotiation with customers and drivers
- Organizing the delivery schedule

### **Studii: Superioare**

#### **Universitatea de Studii Europe e a Moldovei**

*Absolvit în: 2011*

Facultatea: Limbi Moderne

Specialitatea: Filologie