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Customer Relationship Specialist B2B

Experiența profesională

B2B Customer Relationship Specialist · Paximum Global Travel Marketplace · Antalya, Turkey
Iunie 2017 - Mai 2018 · 11 luni

- Handling daily correspondence. Responding to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, or through a central reservation system.
- Creating and maintaining reservation records by date of arrival and alphabetical listing.
- Making arrangements for clients travel programs.

Guest Relations Agent · Mardan Palace Hotel · Antalya, Turkey
Decembrie 2016 - Mai 2017 · 6 luni

- Welcoming the newcomer guests and ensure their effortless check-in procedure.
- Ensuring departing guests are bid farewell once they are cleared from Reception.
- Ensuring the guests are kindly asked whether or not s/he enjoyed his/her stay.
- Ensuring the VIP guests are treated according to the VIP Guests Accommodation Instruction.

English Content Validator · Stellar Group
Noiembrie 2015 - Ianuarie 2016 · 3 luni

- Basic IT tasks.
- Ensure CRM tasks are performed at highest quality.

👤 31 ani
♀ Feminin
📍 Chișinău
💰 15 000 MDL

Preferințe

- Full-time

Limbi

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

□ Reporting bugs and ensuring highest customer satisfaction with the platform

Studii: Superioare

“Ion Creanga” State Pedagogical University

Absolvit în: 2015

Facultatea: Psychology and Special Psychopedagogy

Specialitatea: Social Work

Cursuri, training-uri

TOMER Turkish Language Courses

Absolvit în 2016

Organizator: Ankara University

ILTC English Language Course

Absolvit în 2012

Organizator: International Language Training Center