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# Manager/Project Manager/Department manager/Administrator

## Despre mine

Have a car. Born in Chisinau, studied and worked here as well. Worldview - scientifically-philosophical.

My priority positios are:

Assistant Administrator(on-site)

Small Business Development manager(on-site)

Department manager (on-site)

Recruiter (remote/in-person for interviews)

IT Project Manager (remote)

Mentorship is preferred for Administrative assistant and Recruiter positions.

I'm interested in western/EU companies and companies from local region with foreign presence/offices first and local Moldovan companies second, but am very much open to solid propositions.

Thank you for checking out my CV! Good hunting!

Office environment/Communications/Documentation:

-Quick at learning/adapting to new workspace

- Advanced office apps skills

- emails - structured, polite, informative

- meeting organization, conf calls

- event organization (conferences, presentations, workshops)

Team leading:

- Charts, presentations, instructions, documentation, tasks, schedules, etc.

- Careful approach to healthy environment for the team(physical/logistical/emotional)

- Horizontally involvement for brainstorming/new ideas

- Ability to listen

- Ability to explain multiple times, sustainable to repetition

- Avoiding authoritarian approach as much as possible

- Fair judgement

Recruiting:

- Head hunting, search, platforms research

- Initial calls, company pitch, interview set up

- Interviews - remote/offline-in person

- Evaluation based on necessity

👤 33 ani

♂ Masculin

📍 Chişinău

💰 20 000 MDL

## Preferințe

- Full-time

## Limbi

- **Română** · Comunicare
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Ucraineană** · Elementar

## Permis de conducere

Categoria: B

Cu automobil personal

- Systematic approach

Sales:

- Competent sales pitch in English for goods or services
- to put forward strengths and obscure weaknesses
- to converse politely
- to sustain emotional pressure from clients (claims, damages, delays, other edgy situations)

Management:

- Task managers: Trello, Google services, Bitrix24(1C-Bitrix), Intervals(Pelago)
- Ability to plan, schedule and coordinate
- Ability to keep things super organized
- Choose important and prioritize

Tendering/ Procurements:

- Products search/IT-equipment/software, communications with vendor
- Tender documentation/proposals compilation
- Equipment pre-sale configuration

IT/System Administration/Networking:

- Remote/On-site support
- Basic cybersecurity
- Cloud services integration for small business
- Windows servers
- Basic hardware diagnostics and repair
- Networking troubleshooting
- Hardware/software procurement

Translations:

- Russian-English – spoken, written
- Russian-English-Romanian – written (business letters, documents, tendering documents)

## **Experiența profesională**

**Translator - Interpreter RU - EN - RO** · Freelance / On demand (Occasionally)

*Ianuarie 2010 - Prezent · 14 ani 11 luni*

- Translation during meetings, business negotiations, official visits of international associates/representatives/suppliers etc.
- Experience at formal and informal business negotiations, seminars, conferences, different events

**Sales Agent** · WeCare Removals UK company

*Iulie 2023 - August 2023 · 2 luni*

“CARE REMOVALS AND STORAGE” LTD – UK residential moving company with sales office in Chisinau, Moldova (Chisinau), Sales Department Agent, Sales(phone),

Sales Department Agent:

- sold moving jobs for ~2500 GBP
- processed 200+ leads
- managed CRM

**Sales Department Manager / Business development assistant \*evening/night hours · TREKMOVERS company (Moving company, CA, USA) Noiembre 2021 - Mai 2022 · 6 luni**

Sales Department Management:

- HR: headhunting, interviews, hiring, work schedule etc. 45-55 interviews total, hired 8, fired 2
- Organizational: new documentation (sales, instructions, scripts, learning etc), new subdepartment - fully organized(3-5 workers, depending on shift)
- Sales: lead distribution, updates/tasks/reviews/announcements. Coordination with Dispatch department
- Sales performance: improved sales by ordered and structured process, training plan/process for newbies; improved analytics by CRM training(how to collect and input sales/logistics data), other minor but very impactful technical improvements(see business development), managed Sales Rep. performance reviews by KPI(figures, jobs, net worth, claims, bad reviews and subjective factors - voice calls, English level, sales techniques, etc.)
- created new subdepartment (hired people to manage YELP.com business platform, to do more automated work of lead aggregation and first response)
- Daily coordinated Department Management with business Administrator and sometimes with business Owner

Business development:

- Proposed and managed idea of YELP.com automation (lead aggregation, categorization, count, integration into CRM, automated response to job requests from clients to avoid losing leads due to human error and reaction time): hired software engineering contractor, put up task, managed progress, negotiated budget, got functional prototype and proof of concept.
- Fixed and Improved(myself and hired help): networking issues - equipment, wired network setup, 2nd Internet Service Provider for reliability; software issues - MANY CRM improvements, call management software.
- Reorganized and reinvented Sales Department documentation from Organizational charts to call scripts, to sales instructions and educational material.
- Daily coordinated development with business Administrator and weekly with business Owner

Sales and Quality Assurance:

- Operated as Sales Representatives, leads, calls, moving jobs, communications via emails/text/CRM
- Handled damage claims, client dissatisfaction, delays
- Helped with negotiating refunds and mitigating claims

- Daily coordinated my personal sales progress and performance with best Sales Reps. and Administrator

### **IT Project Manager · UNIFUN International SRL**

*Aprilie 2020 - August 2020 · 5 luni*

- IT management of Telecommunications VAS(Value Added Services)
- Communications management between Clients and Unifun departments
- Managing multiple(up to 5) ongoing projects, each with different development dynamic, located in different countries and regions(CIS countries, Africa, Asia)
- Documentation management (Technical, Sales presentations, Product description)
- Regular thorough reporting

### **B2B Sales / Pre-sale / Procurement / Tendering Manager · Accent Electronic JSC (SRL)**

*Februarie 2020 - Martie 2020 · 1 lună*

- IT-hardware and software sales/pre-sales
- Finding and acquiring new clients, working with CRM
- Participation in IT tenders/bidding, commercial proposals, price negotiations
- Fortinet products and services, NSE 1,2,3 certification  
Fortinet NSE Certification - Network Security Associate (level 1-3), Network Security Professional (Level4) - not complete/without exams

### **B2B Sales / Pre-sale / Procurement / Tendering Manager · FORS-Computer SRL**

*Octombrie 2018 - Ianuarie 2020 · 1 an 4 luni*

- IT-hardware and software sales/pre-sales
  - Participation in IT tenders/bidding, commercial proposals, price negotiations, tender disputes
  - Tender monitoring - for government and non-government organizations (ex. Council of Europe (CoE), UN Projects (UNDP, UNFPA, UNWomen), International Organization for Migration(IOM), State Embassies, etc.)
  - Account management for different vendors, primarily HP Inc., HP Enterprise
  - Pre-sale configuration of Desktops, AiO, Laptops, Servers, network equipment, NAS solutions
- Certification at the moment:
- HPI Sales Certified - Business Personal Systems Hardware 2019 (HP2-H88 Exam)
  - HPI Sales Certified - Workstations 2019 (HP2-H91 Exam)
  - HPE Sales Certified - Introduction to Selling Products, Solutions and Services 2019 (HPE2-E71 Exam)

**System/Network/IT Administrator · LIDER  
Company(ESPLAN-LUX S.R.L.)**

*Aprilie 2015 - Aprilie 2018 · 3 ani 1 lună*

IT, Networks, System administrator

-System administration: Desktops, Servers, file DB with restricted access/

Accounting / GPS-Tracking, all based on Windows  
XP/7/9/8/10/Server 2008-

2016

-Administration/maintenance of MS SQL Server 2008 DB working in conjuncture with "1C8 Enterprise" accounting and management platform -Remote and on-site tech support.

-Organization of secure data backup and restore processes

-Procurement of equipment, software licensing

-Working documentation kept in compliance with ISO 9001 standard

-Education of staff to work with IT-infrastructure

## **Studii: Superioare**

### **UTM Technical University of Moldova**

*Absolvit în: 2013*

Facultatea: Tele-radiocommunications faculty (FRT)

Specialitatea: Engineering and Management in Tele-radiocommunications specialty (Technical profile + Management/Marketing /Economics)

### **Public lyceum "Vasilie Lupu" (ex-school nr.38)**

*Absolvit în: 2009*

Facultatea: high-school, Bacculaureate

Specialitatea: General Education Bacculaureate

## **Cursuri, training-uri**

### **HP Inc. / HP Enterprise Partner Portal Learning (sales certification)**

*Absolvit în 2019*

Organizator: HP Inc. / HP Enterprise

### **Fortinet NSE Certification: Network Security Associate (level 1-3), Network Security Professional (Level4) - without exams/not completed**

*Absolvit în 2020*

Organizator: Fortinet Online Courses

### **English language (Grammar & Speech)**

*Absolvit în 2006*

Organizator: Private class near Slavic University Chisinau