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Team Leader

Despre mine

The ability to work efficiently under pressure, which we acquired in carrying out a project that had to be 1 week before the deadline set.

- Creative thinking - in creating Newsletters for the company's website, when with the basic knowledge in

HTML / CSS3 I had to prepare the weekly content.

- HTML5 / CSS3 - elementary level - 3 years experience - writing Newsletters, uploading site content, setting

widgets, teasers, using the back-office application of the company's website.

- Preparation of graphic content for the designer.

- Participation in the development of marketing strategies

- Participation in the development of promotional campaigns.

- Brand promotion on social networks.

- Elaboration, writing, editing texts.

- Translation and implementation of interface elements of the site.

Experiența profesională

Trust and Safety Analyst · Webhelp România

Aprilie 2024 - Prezent · 8 luni

Trust and Safety analyst with Polish

Team Lead Contact Center · IGT Solutions · București

Februarie 2022 - Aprilie 2024 · 2 ani 3 luni

- Real time support for 10+ agents.

- QA

- Coaching.

- Reports about performance and opportunities

- Team meetings

Ship-to-bill Analyst (Project based) · HCL Technologies · Sofia

Iulie 2021 - Octombrie 2021 · 4 luni

👤 31 ani

♂ Masculin

📍 Chișinău

💰 20 000 MDL



Preferințe

- Full-time

Limbi

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

- ExxonMobil customer service
- Billing
- Picking
- Interaction between customer and other departments

Russian & English Customer Experience Specialist · Telus International · București

Noiembrie 2020 - Iunie 2021 · 8 luni

- Assisting clients with booking in Airbnb.
- intermediate between hosts and guests
- Provide answers to any questions.
- Work with complaints of guests and hosts, analysis of the problem and provide the appropriate solutions and answers

SENIOR CUSTOMER SUPPORT SPECIALIST · IGT SOLUTIONS · București

Iunie 2019 - Noiembrie 2020 · 1 an 6 luni

- Assisting clients with booking in any Radisson Hotel Group hotel.
- Assess and address their needs during their stay
- Provide answers to any question about his reservations in real time.
- Work with complaints of guests, analysis of the problem and provide the appropriate solutions and answers
- Support for guests participating in the membership program, with everything from problems with an account to upgrade your account, points and promotions.

MARKETING ASSISTANT · Favbet Romania · București

Mai 2016 - Iunie 2019 · 3 ani 2 luni

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site.

Studii: Superioare incomplete

Universitatea Alexandru Ioan Cuza

Absolvit în: 2016

Facultatea: Istorie

Specialitatea: Istorie