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# Customer Support Manager

## Despre mine

Knowledge of foreign languages : English fluently (written and spoken), Russian fluently (written and spoken), Romanian fluently (written and spoken), Deutsch (beginner).

- Computer skills: Experienced user (Microsoft Office, Internet, Trados, NetSuite, Salesforce, Zendesk, Jira)

- Personal qualities: Responsible, Leadership Character, High efficiency, Learning fast

- Excellent communication skills

Excellent command of English

- Excellent Negotiation skills

- A flexible and willing to learn person

- Self-motivated young individual

## Experiența profesională

**Customer Support Manager** · ExpertWare · Chișinău

*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 ·

👤 37 ani  
♂ Masculin  
📍 Chișinău

## Preferințe

- Full-time

## Limbi

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

## Chişinău

*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

-

Solving problems that arise with customers

-

Manage Deliveries

-

Administrative processes

## **Dispatch** · Miracle Movers · Chişinău

*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