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# Customer Support Specialist, AM, CRM

## About me

Dynamic and motivated professional with a proven record of generating and building relationships, and managing projects from concept to completion. Skilled in demonstrating exceptional communication skills, and making critical decisions during challenges, with an ability to work independently and/or within a team for developing opportunities that further establish organizational goals.

PS: I would gladly accept new roles like accounting, supply chain management, or any similar role as I look forward to progressing in these fields with the utmost effort.

Soft Skills: Adaptability, Time Management, Organization, Supervision, Project management, Communication, Team Motivation, Leadership, Resilience, Conflict Resolution, Training  
 Technical Skills: AutoCAD, Photoshop, G-Suite, Outlook, Slack, Front

HubSpot, Pipedrive, Notion, Integrated Finance, Tuum, Trados - Phrase

## Work experience

### Account Manager · TRAVOD

*September 2024 - December 2024 · 3 months*

- Build and maintain strong relationships with clients to ensure satisfaction and long-term collaboration.

- Act as the primary point of contact for client communication and project coordination.

- Understand client needs and provide tailored translation and localization solutions.

- Oversee project timelines, budgets, and quality standards to ensure successful delivery.

- Collaborate with internal teams, including project managers to meet client requirements.

- Address client concerns and provide proactive solutions to enhance their experience.

Skills: Customer Account Management, Communication, Project Management

### Customer Support Specialist/ AM · Silverbird

👤 31 years

♀ Female

📍 Chişinău

in

## TOP Skills

- **Communication** · 6 years
- **Project Management** · 4 years
- **Training** · 4 years
- **Team Management** · 3 years
- **Customer Account Management** · 1 year
- **Email Processing** · 1 year

## Preferences

- Full-time
- No schedule
- Flexible
- In-house
- Hybrid
- Remote

## Languages

- **Romanian** · Elementary
- **Russian** · Communication
- **Arabic** · Native
- **English** · Native

## Skills

- Communication Skills
- Customer Account Management

- Project Management
- Customer Relationship Management
- Customer Service
- Customer Support
- Fintech
- Adaptability
- Team Working
- Training

## Driving licence

Category: B

## Experience SRL

*November 2022 - March 2024 · 1 year 4 months*

**Responding to Inquiries:** Provide prompt and courteous responses to customer inquiries, including questions about products, services, account information, and technical issues.

**Account Assistance:** Assist customers with account-related tasks, such as account setup, password resets, profile updates, and transaction inquiries.

**Documentation:** Maintain accurate and detailed records of customer interactions, including inquiries, issues, resolutions, and follow-up actions, in the company's customer support system.

**Escalation Management:** Escalate unresolved issues or complex cases to senior support staff or management for further investigation and resolution.

**Customer Education:** Educate customers on how to use the company's products and services effectively, providing tips, tutorials, and guidance as needed.

**Client Relationship Management:** Build and maintain strong relationships with assigned clients, serving as the primary point of contact and trusted advisor for their financial needs and inquiries.

**Onboarding:** Guide clients through the onboarding process, including account setup, documentation submission, and verification procedures, ensuring a smooth and seamless transition to the company's services.

**Account Management:** Proactively monitor client accounts, track account activity, and identify opportunities for upselling or cross-selling additional products or services to meet their evolving needs.

**Communication:** Maintain regular communication with clients through various channels, including phone calls, emails, and meetings, to provide updates on account performance, address inquiries, and nurture client relationships.

**Problem-solving:** Resolve client issues, concerns, or complaints in a timely and professional manner, escalating complex issues to senior management or relevant departments as needed.

**Training:** Provide the necessary training for new colleagues

**Skills:** Customer Account Management, Customer Support, Email Processing, Training, Communication

## **Design CS Specialist** · Framedia · Abroad

*September 2018 - December 2019 · 1 year 3 months*

**Operations Management:** Oversee day-to-day branch operations, including customer service, sales, and administrative tasks, to ensure smooth and efficient functioning.

**Budgeting and Financial Management:** Manage branch budget, expenses, and revenue generation activities to maximize profitability and cost-effectiveness.

**Sales and Marketing:** Develop and implement sales and marketing strategies to attract new customers, retain existing ones, and promote products or services offered by the branch.

**Customer Relationship Management:** Build and maintain strong

relationships with customers, addressing their needs, concerns, and feedback to ensure high levels of satisfaction and loyalty.

**Problem-solving:** Address operational challenges, resolve conflicts, and make informed decisions to overcome obstacles and drive business success.

**Conceptualization:** Generate creative concepts for greeting cards, invitations, and other card designs based on client requirements or project briefs.

**Design Development:** Create visually appealing card designs using graphic design software such as Adobe Photoshop and CoralDraw

**Client Collaboration:** Communicate with clients to understand their vision, provide design recommendations, and incorporate feedback into the design process.

**Quality Assurance:** Review final proofs and samples to ensure accuracy, consistency, and adherence to design specifications before printing.

**Logistics management:** Ensuring the safe transfer and reception of the products from the main branch to local branch.

**Skills:** Customer Service, Operations Management, Communication, Project Management

## **Design Project Manager** · Bidawi Company for Wood Trading · Abroad

*June 2015 - August 2018 · 3 years 3 months*

**Project Planning:** Developing comprehensive project plans, including defining project scope, preparation of BOQ, and 3D visuals.

**Client Communication:** Serving as the primary point of contact for clients, understanding their needs and preferences, and providing regular updates on project progress.

**Team Coordination:** Assigning tasks to design team members, coordinating workflow, and ensuring effective collaboration among team members.

**Budget Management:** Creating project budgets, tracking expenses, and managing costs to ensure projects are completed within budget constraints.

**Schedule Management:** Developing project schedules, monitoring progress, and adjusting timelines as needed to meet project deadlines.

**Design Development:** Overseeing the development of design concepts, space planning, and material selection,

**Quality Control:** Ensuring design deliverables meet quality standards, client expectations, and regulatory requirements.

**Site Supervision:** Conducting site visits, overseeing construction or installation activities, and resolving any issues or discrepancies that may arise during the implementation phase.

**Documentation and Reporting:** Maintaining project documentation, including contracts, drawings, specifications, and project reports, and providing regular progress reports to stakeholders.

**Problem-solving:** Addressing design challenges, resolving conflicts, and making timely decisions to keep projects moving forward smoothly.

Other: Basic accounting and HR tasks when demanded (invoicing, data entry, job description development, and training new employees)

Skills: Team Management, Communication, Project Management, Training

## **Desired industries**

- IT, Tech
- Logistics / Transport
- Accounting / Audit

## **Education: Higher**

### **Lebanese International University**

*Graduated in: 2020*

Faculty: School of Business

Speciality: Masters in Business Administration - Management

### **Lebanese International University**

*Graduated in: 2015*

Faculty: Arts and Sciences

Speciality: Interior Design

## **Courses, trainings**

### **Employability Skills Program**

*Graduated in 2018*

Organizer: Lebanese International University- DPNA

### **Administrative Assistance**

*Graduated in 2016*

Organizer: WHPDA Training Center