

Profile

I am an enthusiastic, self-motivated, reliable, responsible and hard-working person. I am a good timekeeper, always willing to learn new skills. I am friendly, helpful, and energetic, and also I have a creative mind. I am able to work independently in busy environments and also within a team setting.

Employment History

Customer support specialist lv 2, Majorel Romania, Sibiu

November 2020 — Present

- Rendering customers swift and professional services at a high-quality level over the telephone or by e-mail and fulfilling specifying agreements in the course of the regular work process.
- Gathering of feedback and making of suggestions to the Superior for better attendance of customers, improvement of procedures, upgrading of information required for work
- Providing information about the Client's rules and regulations;
- Handling complaints and high-priority events such as accidents/breaking the law.
- Taking and verifying calls/cases from agents to ensure quality.

Graphic designer, S4P, Sibiu

June 2020 — November 2020

- Worked directly with clients to produce appealing and compelling presentations that engaged target audiences
- Utilized extensive knowledge of PowerPoint and Adobe Creative Suite
- Brought forth advanced experience in typography and graphic design principle
- Successfully packaged and optimized presentations for ultimate client satisfaction

Shop Assistant, Orange, Sibiu

March 2019 — June 2020

- Answering customer questions and helping them find merchandise
- Organizing the sales floor and stocking new products
- Light cleaning of customer area
- Labeling merchandise during sales
- Offering assistance to the customers

Customer support specialist, Conectys, Sibiu

April 2018 — January 2020

- Performance of Client surveys and calls, creation of customer relations, preparing of orders, and identifying sales opportunities on the phone and virtually pursuant to the set objectives and quality indicators;
- Provide support, including procedural documentation;
- Respond within agreed time limits to call-outs;

- Work continuously on a task until completion ;
- Prioritize and manage many open cases at one time;
- Establish a good working relationship with customers and other professionals

Education

Philologist, University of Arts and Letters "Lucian Blaga", Sibiu

October 2016 — June 2019

Social-human, C.N.I. "Matei Basarab", Ramnicu Valcea

September 2012 — June 2016

- Studied Chinese - English languages and cultures
- During the 2nd year of the University, I was part of a 4 months internship in China which had the purpose to improve the language and to learn more about Chinese culture

Skills

Ability to Multitask



Creativity



Communication Skills



Customer Service



Computer Skills



Fast Learner



Decision Making



Adaptability



Ability to Work in a Team



Ability to Work Under Pressure



Hobbies

Travelling, reading, sports, learning languages

Languages

Romanian



English

