- 32 years
- Male
- Chişinău

Customer Support Agent

TOP Skills

- **Critical Thinking** · *2 years*
- **Stress resistant** · *2 years*
- **Team Working** · *2 years*
- **Ability to work with a large database** · *2 years*
- **Advanced PC user** · *2 years*
- **Analytical mindset** · *2 years*

About me

Competent Customer Care Specialist with 3.2 years of experience in oversight of
Customer Support Service. Strategic in planning, implementing and
improving processes and standards that create opportunities to improve daily tasks.

Preferences

- Full-time
- In-house

Work experience

Customer Service Quality Specialist (QPM) · The Customization Group

June 2022 - January 2025 · 2 years 8 months

- Investigated quality issues to identify root causes and raise
appropriate corrective action.
- Reacted quickly to reported quality issues, analysing faults quickly to
minimise operation downtime.
- Defined quality targets and monitored departmental activities and
KPIs to evaluate performance.
- Resolved customer complaints following guidelines and referred
complex inquiries to team leaders.
- Handled customer complaints, providing appropriate solutions to
guarantee positive outcomes.

Skills: Critical Thinking, Analytical mindset, Advanced PC user, Team Working, Ability to work with a large database, Stress resistant

Languages

- **Romanian** · Fluent
- **Russian** · Native
- **English** · Communication
- **German** · Elementary

Skills

- Teamwork
- Effective Communication
- Advanced PC user
- Time Management

Customer Support Agent · The Customization Group

November 2021 - June 2022 · 8 months

- Handled customer complaints, providing appropriate solutions to
guarantee positive outcomes.
- Listened actively to offer accurate information and best solution to

customer's needs.

- Advised customers on availability, pricing and location of products
- Applied conflict management to stressed and concerned customers.
- Managed customer support calls, chats, emails and support ticketing system (Fresh Desk).
- Investigated and analysed causes of common customer issues, communicating findings to management and suggesting corrective
action.

Skills: A quick learner, Flexible, Feeling people

Desired industry

- Logistics / Transport

Education: Higher

USM (Moldova State University)
Graduated in: 2016
Faculty: Anthropology
Speciality: Anthropology / Sociology

Courses, trainings

Accounting course
Graduated in 2018
Organizer: S.R.L "VANAR - COMERT"