



**Datele de contact sunt contra cost. Detalii aici: <https://www.rabota.md/ro/prices/cv>**

👤 20 ani  
♂ Masculin  
📍 Chișinău  
💰 **18 000 MDL**

## Preferințe

- Full-time

## Limbi

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

## Permis de conducere

Categoria: B  
Cu automobil personal

# Customer support agent

## Despre mine

Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers, with outstanding active listening and multitasking abilities. Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## Experiența profesională

### **Customer Support - Chats** · Keep-Up Systems

*Mai 2024 - Iulie 2024 · 3 luni*

- Have utilized Intercom to manage chats for 2 different platforms at once;
- Sent requests to the appropriate departments to resolve the customer's issue;
- Created data sheets to analyze the amplitude of inbound requests from different issues and cases;
- Demonstrated excellent communication skills in resolving consumer complaints.

### **Customer Service Agent** · Roslin

*Decembrie 2023 - Aprilie 2024 · 5 luni*

- Assisted customers with technical support;
- Maintained detailed records of customer interactions and comments for future reference;
- Set up and activated customer accounts;
- Answered inbound calls, chats and emails to facilitate customer service;
- Resolved complex problems by working with other departments to provide solutions that meet customer needs.

## **Studii: Medii de specialitate**

**Colegiul de Constructii din Hancesti**

*Absolvit în: 2023*

Specialitatea: Contabil