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# Customer Relationship Specialist B2B

## Despre mine

- Data analysis
- Desk research
- Content management
- CRM database management
- Foreign language skills
- B2B account management
- Corporate sales

## Experiența profesională

### **B2B Customer Relationship Specialist** · Paximum Global Travel Marketplace · Antalya, Turkey

*Iunie 2017 - Mai 2018 · 11 luni*

- Handling daily correspondence. Responding to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, or through a central reservation system.
- Creating and maintaining reservation records by date of arrival and alphabetical listing.
- Making arrangements for clients travel programs.

### **Guest Relations Agent** · Mardan Palace Hotel · Antalya, Turkey

*Decembrie 2016 - Mai 2017 · 6 luni*

- Welcoming the newcomer guests and ensure their effortless check-in procedure.
- Ensuring departing guests are bid farewell once they are cleared from Reception.
- Ensuring the guests are kindly asked whether or not s/he enjoyed his/her stay.

- 👤 31 ani
- ♀ Feminin
- 📍 Chișinău
- 💰 **15 000 MDL**

## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Comunicare
- **Engleză** · Fluent
- **Turcă** · Fluent

□ Ensuring the VIP guests are treated according to the VIP Guests

Accommodation Instruction.

### **English Content Validator** · Stellar Group

*Noiembrie 2015 - Ianuarie 2016 · 3 luni*

□ Basic IT tasks.

□ Ensure CRM tasks are performed at highest quality.

□ Reporting bugs and ensuring highest customer satisfaction with the platform

## **Studii: Superioare**

### **“Ion Creanga” State Pedagogical University**

*Absolvit în: 2015*

Facultatea: Psychology and Special Psychopedagogy

Specialitatea: Social Work

## **Cursuri, training-uri**

### **TOMER Turkish Language Courses**

*Absolvit în 2016*

Organizator: Ankara University

### **ILTC English Language Course**

*Absolvit în 2012*

Organizator: International Language Training Center