



👤 29 years  
 ♀ Female  
 📍 Ungheni

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# Customer service, sales, translate, content writer, call centre, project coordinator, data entry, remote worker

## TOP Skills

- **Team Working** · 2 years
- **Maintaining effective sales strategies** · 2 years
- **Able to coach and support customers.** · 8 months
- **Excellent verbal and written communication skills.** · 8 months
- **Retail Customer Service** · 5 months
- **Working on a computer** · 3 months

## Preferences

- Full-time
- Flexible
- Part-time
- Hybrid
- Remote

## Languages

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

## Skills

- Team Working
- Adaptability

## About me

During my work experience, I had been working in different fields, but the most I worked as a retail professional. With 5 years of experience in this domain, I am proactive and confident employee who can work alone or as part of a team. I am skilled in forming relationships with customers and offering expert advice on the most appropriate products and services of their needs. I am a target-oriented individual who loves the challenge of ensuring every customer gets what he is looking for. I am very sociable, I love to listen to people and interact with them. Responsibility and time management are priority for me.

## Work experience

**Work coach** · DWP Civil Service · Kettering, UK  
*January 2024 - August 2024 · 8 months*

Helping individuals and their families towards financial independence through work and enabling them to claim the support they need.

Skills: Able to coach and support customers., Excellent verbal and written communication skills.

**Sales associate and visual merchandiser** · Tory Burch · Bicester Village, UK  
*September 2019 - February 2022 · 2 years 6 months*

- Assisting customers;
- Handling sales, returns and refunds;
- Promote products to meet sales targets;
- Designing and arranging displays;
- Rotate and replace stock.

Skills: Team Working

- Ability to Multitask
- Time Management
- Fast learning
- Customer Experience

## Driving licence

Category: B

### **Sales supervisor** · Ralph Lauren · Bicester Village, UK

*June 2019 - September 2021 · 2 years 4 months*

- Recruiting and training sales staff;
- Handling customer complaints and issues;
- Maintain inventory and order merchandise.

Skills: Maintaining effective sales strategies

### **Internet researcher** · DevelopmentAid

*April 2018 - June 2018 · 3 months*

Collect, organize, and maintain data and information from online sources, ensuring data accuracy and integrity.

Skills: Working on a computer

### **Sales associate** · Prada Store · Bicester Village, UK

*May 2017 - September 2017 · 5 months*

- Teamwork and collaboration;
- Greeting customers and offering expert advice;
- Processing payments;
- Handling phone calls.

Skills: Retail Customer Service

## Desired industries

- Call Center / Back Office
- Translation / Publishing
- Sales / Retail

## Education: Higher

### **State Pedagogical University "Ion Creanga", Chisinau, Republic of Moldova**

*Graduated in: 2019*

Faculty: Faculty of foreign languages and literatures

Speciality: English and German languages

## Courses, trainings

### **Improve your English**

*Graduated in 2019*

Organizer: English Teaching Resource Centre

### **Senior Civil Service**

*Graduated in 2023*

Organizer: DWP (Department for Work and Pensions), UK