



👤 25 ani
 ♂ Masculin
 📍 Anenii Noi
 💰 150 000 MDL

Preferințe

- Full-time

Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Comunicare
- **Germană** · Mediu

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

Customer Support

Despre mine

Nivel profesional ridicat. O abordare sobră pentru rezolvarea problemelor profesionale. Bune abilități organizaționale. Relații constructive cu colegii și conducerea. Capacitate mare de lucru. Devotarea către cauză și companie. Eforturi continue pentru îmbunătățirea cunoștințelor.

Hard Skills!

Device related: Software & Hardware – Advanced

Microsoft Office: Medium

Soft Skills!

Seriousness, Punctuality, Perseverance, Sociable personality, Honest, Proactive, Patience, Kindness, Good manners, Open-minded, Some humor .

Experiența profesională

Customer support · Air BNB · Bucuresti

Ianuarie 2020 - Octombrie 2020 · 9 luni

Ability to write and speak fluently, clearly, and concisely in English and German

Previous customer support experience is an advantage

Excellent problem-solving abilities

Empathetic and can communicate in a caring and friendly manner

Strong time management skills and motivation to exceed expectations

Enjoy working in a fast-paced environment

Comfortable working with computers and the ability to work with multiple systems and the ability to learn and adapt to new ones

Strong team spirit with passion and drive to help users and deliver the best in customer service.

Deal with members' email queries promptly and efficiently, per company procedures

Process all incoming phone calls from customers and manage all requests, changes, and cancelations as necessary

Interact with a diverse customer base

Input and access data on multiple systems

Clearly and concisely log and track detail of issues arising, ensuring to report recurring queries to minimize repeat callers.

Maintain an up-to-date level of product and procedure knowledge by being attentive to and acting upon information

advised in e-mail updates, team meetings, training, and other briefings.

Perform all duties in an efficient, professional, and courteous manner at all times.

Maintain regular, consistent, and professional attendance, punctuality, personal appearance, and adherence to relevant health and safety procedures.

Pursue personal development of skills and knowledge necessary for the effective performance of the role.

Look at opportunities to make changes and improve the processes where possible.

Maintain at a minimum, target levels of productivity and performance, as outlined by your Manager about call times, idle times, and other performance metrics as they arise

Help maintain a good team and working environment by assisting fellow employees and participating constructively in team meetings.

Undertake duties of a general nature or additional tasks as may be required from time to time by your Manager or other designated authority figures.

Casino Live Dealer · Casino Live Dealer · Bucuresti

August 2018 - Decembrie 2019 · 1 an 4 luni

Responsibilities!

- To be “the face” of the Company delivering expert knowledge and superior gaming quality.
- Representing and maintaining the Pragmatic Play™ Brand by consistently adhering to the Company presentation and grooming policy and procedures.
- To present all games in the required professional manner, showcasing exceptional presenting skills at all times in line with the Company performance expectations.
- The ability to engage players and immerse them in the live dealer experience.
- Administering a professional level of technical proficiency in all games with the ability to
- To remain fully aware of your performance at all times and ensure compliance with the Pragmatic Play™ Brand Guidelines
- Carrying out all gaming operations in line with the current legislation and to the required Company standards of efficiency, security, and customer service.
- To have an active role in the companies continuous improvement plan to achieve plans for future growth within the company.

Skills and abilities!

- understanding of the high standards required to be “the face” of the Company.
- Exceptional presenting skills
- Ability to adapt presenting skills in line with the game requirements, while consistently showing enjoyment and enthusiasm for the game
- An enthusiastic and positive attitude with an outgoing

personality

- Must be able to maintain high energy levels for the duration of games that require a more animated performance.
- Flexibility of working hours and the ability to commit to a 24/7 service pattern.
- Must be reliable and have good attendance and timekeeping records
- Required to be fluent in English.
- Attention to detail and excellent people skills are essential as this is a customer-facing role.
- Must be able to demonstrate the ability to think quickly and remain calm under pressure while maintaining accuracy, discipline, and discretion.
- Experience within the online gaming and Casino industry and understanding of the gaming landscape are preferable but not essential.

Studii: Medii

Liceul Tehnologic" Iuliu Maniu" Bucuresti

Absolvit în: 2017