



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

Customer Experience Manager

Despre mine

Клиентоцентричность во всех направлениях и гибкость в принятии долгосрочных и краткосрочных решений.

Experiența profesională

Customer Experience Manager · Autodoc

Aprilie 2021 - Prezent · 3 ani 8 luni

- Analysis of customer complaints and feedback;
- Providing holistic solutions to resolve loyalty barriers;
- Development of a strategy to improve customer-centric metrics;
- Propaganda and implementation of customer-centricity
- Making decisions based on customer experience data across online and offline channels, apps, and other touchpoints;
- Consultations and recommendations for all departments of the company to improve interaction with customers and develop strong relationships with the company;
- Identification of "bottlenecks" in AS IS customer service at all levels of the company, proposals for building a process (TO BE) in accordance with customer experience criteria;

Team leader Back-office · Autodoc

Octombrie 2018 - Aprilie 2021 · 2 ani 7 luni

- Building optimal processes for the second line of support
- Development of didactic materials
- Work on the quality of work of employees
- Collection and analysis of statistics
- Development of new functionality on the site.

Stage designer · General media group

Septembrie 2017 - Decembrie 2017 · 3 luni

The work of the stage designer for the evening show.

👤 29 ani
♂ Masculin
📍 Chișinău
💰 35 000 MDL



Preferințe

- Full-time

Limbi

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

Permis de conducere

Categoria: B

Studii: Superioare incomplete

USM

Absolvit în: 2018

Facultatea: Fizica

Specialitatea: ingineria si managementul calitatii

Cursuri, training-uri

Fundamentals of Statistics

Absolvit în 2021

Organizator: (Bioinformatics institute)

Management 4x4

Absolvit în 2020

Organizator: Autodoc

SQL for data analyst

Studiez la moment

Organizator: robot_dreams

Digital transformation.

Absolvit în 2021

Organizator: Stepik