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👤 40 ani  
 ♀ Feminin  
 📍 Chișinău  
 💰 15 000 MDL

## Preferințe

- Full-time

## Limbi

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

## Permis de conducere

Categoria: B  
 Cu automobil personal

# IT Recruiter, Business Process Analyst, Process Design

## Experiența profesională

### IT Recruiter · Your Dev Team Global

*Ianuarie 2023 - Iulie 2023 · 6 luni*

Organizing and conducting the recruitment process for open positions,  
 Collaborating with department managers to create job postings and publishing them on external specialized websites,  
 Processing CVs, analyzing them, and entering them into the database,  
 Contacting and conducting initial phone screenings with candidates, inviting and scheduling candidates for interviews,  
 Informing candidates about interview results and, if applicable, communicating the hiring procedure,  
 Collaborating with other departments on recruitment and personnel selection-related processes

### Recruiter · S.A. "Moldtelecom"

*Noiembrie 2021 - Decembrie 2022 · 1 an 1 lună*

Organizing and conducting the recruitment process for open positions  
 Collaborating with department managers to create job postings and publishing them on external specialized websites  
 Processing CVs, analyzing them, and entering them into the database  
 Contacting and conducting initial phone screenings with candidates, inviting and scheduling candidates for interviews  
 Conducting interviews, skills/personality tests, and knowledge assessments (depending on the specific job requirements)  
 Evaluating candidates and preparing selection reports  
 Informing candidates about interview results and, if applicable, communicating the hiring procedure and required documentation  
 Collaborating with other departments on recruitment and personnel selection-related processes

Participating in job fairs and other events related to employer branding

Other Activities:

Identifying vendors and the best offers for purchasing branded gifts for company employees (jackets, t-shirts, mugs, electronic equipment, etc.)

Receiving goods and creating distribution lists for gifts

Identifying companies responsible for organizing corporate events, selecting the best offer based on the established budget, and company needs, and keeping track of the allocated budget for the corporate event

Creating lists to identify employees interested in participating in the corporate event

Developing and writing information based on the given topic and within set deadlines

Editing and distributing various internal communication materials as per organizational needs

Maintaining communication with company departments to inform all employees in a timely manner about company projects, campaigns, and organized activities.

### **Business Analyst · S.A. "Moldtelecom"**

*Noiembrie 2014 - August 2015 · 10 luni*

Identifying the company's operational processes.

Analyzing the operational processes.

Redesigning the operational processes.

Improving the operational processes. Developing and monitoring the action plan for implementing the changes.

Organizing workshops to ensure the activities mentioned above.

Collecting and defining business requirements for implementation and automation in information systems.

### **Product Management Specialist · S.A. "Moldtelecom"**

*Octombrie 2012 - Octombrie 2014 · 2 ani 1 lună*

Organizing and ensuring the business processes for selling/serving mobile telephony services to subscribers (front-office, back-office activities).

Creating (fully/partially) the logical and graphical architecture of software products used in the processes of selling/serving mobile telephony services.

Testing software products.

Analyzing concepts for creating new products.

Compiling documentation for contracting mobile telephony services.

Developing knowledge assessment tests for consultants.

Organizing quarterly surprise testing process.

Providing on-site coaching regarding mobile telephony services,

utilizing tools created for quick information retrieval to ensure high-quality service to subscribers.

Participating in the implementation process of the convergent billing system (MindBill v.7).

### **Specialist, Methodological Support Service · S.A. "Moldtelecom"**

*Septembrie 2011 - Septembrie 2012 · 1 an 1 lună*

Providing methodological support within the Commercial Department.

Developing and updating the methodological guidelines and procedures for various commercial activities.

Conducting research and analysis to identify areas for improvement in the commercial processes.

Assisting in the implementation of new strategies and initiatives in the commercial department.

Collaborating with cross-functional teams to ensure alignment and effective implementation of commercial activities.

Monitoring and evaluating the performance of commercial processes and providing recommendations for improvement.

Providing training and support to the commercial staff on the use of tools and processes.

Participating in meetings and workshops to discuss and resolve methodological issues.

### **Specialist, Sales Support Service · S.A. "Moldtelecom"**

*Decembrie 2009 - August 2011 · 1 an 9 luni*

Consulting branches on organizing and increasing sales of fixed-line services.

Developing, implementing, and monitoring business processes, internal regulations, and other procedures for organizing, delivering, and promoting fixed-line service sales.

Evaluating and mitigating risks in achieving sales plans within the scope of competence.

Handling branch inquiries and organizing their training.

Analyzing and evaluating the electronic communications market.

Participating in defining and developing sales plans and strategies.

Conducting analysis and making proposals regarding the implementation of new solutions and services in the fixed-line telecommunications field.

Testing software products.

Preparing documentation for contracting fixed-line services.

Conducting surprise inspections of own stores.

## **Senior Manager, Customer Service Center · Eventis Mobile**

*Iulie 2008 - Decembrie 2009 · 1 an 6 luni*

Ensuring and monitoring accurate and complete information about services in the Service Centers.

Ensuring regular monitoring of customer service procedures.

Facilitating collaboration between departments to optimize the performance of the Service Centers.

Executing strategic and operational tasks in accordance with management directives.

Offering assistance to other company divisions in customer acquisition efforts and enhancing service quality for existing clientele.

Conducting market analysis, including competitor assessment, pricing evaluation, and evaluation of service offerings.

Informing consultants about the launch of new services or pricing changes.

Compiling and presenting reports (daily, weekly, monthly, annual, and other statistical data on the subscriber service centers) for management, and maintaining the customer database.

Ensuring work discipline and monitoring the activities of consultants.

Creating work schedules for consultants in accordance with the operating hours of the service centers, and preparing time sheets.

## **Customer Service Representative · Eventis Moldova**

*Octombrie 2007 - Iunie 2008 · 9 luni*

Informing potential and current customers about network connection conditions and service prices.

Operating the company's billing system, registering customers, activating additional services, and verifying their functionality.

Assisting in resolving issues related to mobile telephony.

Compiling internal reports, collecting statistical data, etc.

## **Studii: Superioare**

### **Moldova State University**

*Absolvit în: 2009*

Facultatea: Economics

Specialitatea: Finance

### **Moldova State University**

*Absolvit în: 2007*

Facultatea: Journalism and Communication Sciences

Specialitatea: Journalism

## **Cursuri, training-uri**

### **Recruitment and Personnel Selection**

*Absolvit în 2022*

Organizator: Vaserole