

## Sales Account Manager

Femeie, 32 ani, superioare studii.



**Datele de contact ale candidatului sunt contra cost. Detalii aici: <http://www.rabota.md/cv/>**

Salariu  
Program de lucru  
Chișinău

45000 MDL  
Munca la domiciliu / Freelance  
Chișinău

### Experiența de munca

9 ani și 5 luni

august 2021 - până în  
prezent  
2 ani și 10 luni

#### **Account Manager (local and international customers) Bestjobs.eu - International Job Board**

**BESTJOBS RECRUTARE SA (ROMANIA)**  
(Chișinău), Cadre, gestionarea cadrelor

- Prospect new potential customers to expand their recruiting on bestjobs.eu platform
- Manage the entire salesflow process from the beginning to the end.
- Communicate with customer's DMs in order to present, explain the recruiting instruments of the platform using email, phone calls and video calls.
- Negotiate with the DMs of the services packages, personalized offers and discounts, welcome gifts and bonuses to boost the sale;
- Plan the communication strategies and service packages to match company sales target and customers budget.
- Hold online video calls for the platform presentation (~100 held video calls, avg. duration ~40 min/video call)
- Prepare invoices for personalized orders.
- Provide support to customers on request related to the platform, order, instruments they use for recruiting.
- Manage subscriptions on the platform on customer's request.
- Vacancies publication on customer's request.

septembrie 2019 - iulie 2021  
1 an și 9 luni

#### **Senior Account Manager**

**UNIFUN INTERNATIONAL SRL**  
(Chișinău), IT, Internet

- September 2020 - July 2021 Account Manager with responsibilities of „Team Leader”, subordinated directly to the CEO
- In direct subordination – 3 Junior Account Managers;
  - Control & approve the daily programs & reports of the subordinates for their sales activities following the priority check list and the company's rules of planning & reporting;
  - Plan & control the activity of team members for about 40+ Customer's Accounts – Mobile Network Operators, in order to achieve the forecasted

results;

- Reporting to the CEO of customer success, open and solved questions, arisen issues and action plans, as well the work progress of the team members and own progress related to the customer's accounts;
- Planning the communication of the team members with the customer's DMs - by phone and in written (whatsapp and email communication / replies/ reminders);
- Negotiation with the DMs of Mobile Operator (CEO, CMO, CCO, CTO, Product Director, Head of VAS department) on the projects;
- Conducting of the communication with customer's DMs in order to solve complex questions, when the discussion with a management representative was required to speed up the solution;
- Control the adequate preparation of the materials for the conference calls with customers DMs by the subordinates;
- Creating, improving, update of marketing materials that support business development: product presentations and case studies presentations in PowerPoint, etc.
- Participating in resolving operational issues and supporting the subordinates in resolving operational issues for the current clients;
- Managed the sales flow of new services in existing customers;
- Search for new customers across new markets – mobile network operators;
- Preparing the commercial documentation, contracts and business cases;
- Follow up the work on project launches in mobile network operators;
- Monitoring and obtaining the increase of the revenue of the launched projects;
- Preparing analytical reports on mobile operators;
- Participating in the implementation of new sales strategies in a continuous change;

...as Account Manager, since September 2019 - August 2020 - Account Manager assigned to a team, conducted by a team leader.

- Manage the sales flow of new services in existing customers;
- Search for new decision makers in the assigned customers' accounts;
- Prepare commercial documentation, contracts and business cases;
- Participate in resolving operational issues for current clients;
- Follow up the work on project launches in the assigned mobile network operators;
- Follow up with finance for solving of the financial questions related to an active customer account – regular payments, financial changes or debt collection.
- Resolve specific commercial / product / technical or financial questions by consulting the related team for any specific questions claimed by a customer account.
- Monitor and increase revenue of the launched projects;
- Prepare analytical reports on the customers' accounts;
- Participate in the implementation of new sales strategies;
- Negotiation with the CEO, CMO, CCO, CTO, Product Director, Head of VAS in mobile operators;
- Performing a part of marketing activities - sales and product presentation preparation & updating;
- Planned together with the team leader the visits of key customers to workshop in Moldova, including search of flight tickets and the trip planning.
- Reporting to team leader on the existing progress, open questions and action plan for confirmation.

octombrie 2017 - august  
2019  
1 an și 10 luni

## **CRYSTALEX BASIC WORKS SRL**

### **Founder & General Director**

(Chișinău), Consultantță, dezvoltarea strategică

- Planning and Managing of the organization activity;
- Development of the services portfolio in the secretarial services provisioning, in the production of the textile bags, marketing services and sales of agricultural

commodities;

- Creating and Development of the project – www.secretar.md
- Collaboration with Finance&Audit consultants for the accountability questions and with Layer for the legal organization of the company.
- Establishing business collaboration with new clients for the services provisioning;
- Preparing together with the lawyer the commercial documentation – such as contracts and proposals;
- Managing the budgets for each project and organizing the payment of company bills, being assisted by the accountant;
- Establishing barter deals with the business partners;
- Making Decisions referring to the companies future and its reorganization;
- Organized the company transmission to the new owner.

noiembrie 2015 - august  
2017

1 an și 9 luni

## **Office Manager and HR Manager**

**BLINK COMMERCIAL GROUP SRL**  
(Chișinău), Agricultură

- General office administration activities – from moving to a new office building and stuff to controlling of employees work in the office;
- Management of all company documentation – commercial, legal, accounting, HR, archive and CEO's personal documentation;
- Collecting contact information and its filling in special databases;
- Supporting ALL Managers in any occurring questions related to their work in the company;
- Supporting Lawyer and Accounting agencies of the company to get the required information and manage it for the company needs;
- Supporting CEO in the contracts preparation activities – reviewing, commenting and adjusting it according to the new requirements of the deal;
- Managing of all shipment documentation for the related commodities deals – CMR, Bills of Lading, Phytosanitary, Veterinary certificates, certificate of origin, including Euro 1, many others.
- Paybills management – receiving, preparing and reporting the payments, transmitting the invoices to the accounting for book keeping;
- Assisting CEO and team in work business trips inside and outside the country.
- Managing the acquisition process of any office related supplies.
- Welcoming the guests – meeting them at Airport, introducing to the CEO and team, coffee preparation for guests.

august 2014 - noiembrie  
2015

1 an și 3 luni

## **SCHOOL PSYCHOLOGIST**

**IPLT GEORGE CĂLINESCU**  
(Chișinău), Știință, educație, formare profesională

- Psychoprophylaxis (individual and group):
- Psychological evaluation (individual and group):
- Psychological counseling activity (individual and group):
- Development and psychological remediation activity (individual and group).

## **Recomandari**

Acest candidat are recomandari de la fosti angajatori, pe care le puteți vedea achitând pentru acces.

## Education

## Studii superioare

până în 2016	State University of Moldova, psychology and educational science labour and organization psychology - master's degree
până în 2014	State University of Moldova, psychology and educational science psychology

## Competente-cheie

### SPECIAL FEATURES

- + Quick adaptation in a new team
- + Temperament – sangvinic
- + Sufficient energy and psycho-emotional resources for a responsible and serious activity

### SPECIAL SKILLS

- + Home Office space Organization
- + Motivating and inspiring for action.
- + Critical thinking and supporting skills.
- + Creativity for problem solving.
- + Setting and achieving goals
- + Corporate reporting

### CONTROL SKILLS

- + Control of planning and reporting of subordinates
- + Control the sales activity of subordinates
- + Control of the communication of the subordinates with the customers
- + Control the customer's accounts success and increase of revenues

Experienced in Planning and Founding a Start-Up

Selling the founded Start-Up

Additionally I did key strategic tasks:

- + Substituting the Director in the sales and business administration process;
- + Analyzed the contracts and the documentation for each shipment;
- + Conducted the communication on all channels with the customers;
- + Conducted the discussions with shipment agencies;
- + Negotiated better conditions for the contracts of each deal;
- + Control of the work done by the employees in the office while the CEO was missing;
- + Facilitated the communication with banks representatives, lawyers and accounting & audit agencies;
- + Managed the acquisitions process for the commercial deals.

## Competente lingvistice

Romana	Materna
Rusa	Fluent
Engleza	Fluent

## Informații suplimentare

Cetățenie	Moldova
Despre mine	Hi, I am pleased to share my intention of experiencing new challenges in international company. Take a look on my resume to find out the main aspects of my professional experience

and key competencies which may bring additional value to your company.

Shortly about me:

Optimistic, expressive, empathic and sociable person. I am focused on bringing good results in everything I do and I'm interested in developing the work relationship with people around me.

What I bring with me:

+ 8 years of profesional experience, including international sales in the B2B segment – agri commodities trading, IT/ telecom services and most freshly HR business;

+ Master's degree in the labour & organisational psychology

+ Digital skills - MS Office, G Suite, E-mail, Social Media, Online Meeting Apps, CRMs, Bitrix24, Slack, SmartBill, FanCourier, SalesForce, Wordpress, OpenCart, Skype / Whatsapp / Viber / Telegram, Online Advertising Platforms;

+ Languages: Romanian (native), Russian (native), English (B2- C1). Planning to learn Spanish.

## Rețele sociale

Acest candidat are trimiteri la paginile sale pe rețelele sociale, pe care le puteți vedea achitând pentru acces. Detalii aici: <https://www.rabota.md/ro/prices/cv>