

## Поддержка / Продажи / Менеджер

Bărbat, 34 ani, superioare studii.



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

Salariu	30000 MDL
Program de lucru	Munca la domiciliu / Freelance
Chișinău	Chișinău
Calatorii de afaceri	disponibil pentru detașări de serviciu

### Experiența de munca

10 ani și 4 luni

octombrie 2023 - martie 2024  
4 luni

#### Support Manager

**Meta-Sistem**  
(Chișinău), IT, Internet

- Proficiently address customer inquiries with a commitment to professionalism and timely responses
  - Efficiently handle cancellation and refund processes to ensure customer satisfaction
  - Skillfully troubleshoot technical issues, utilizing a keen understanding of product intricacies, and escalating complex matters to the development team when required
  - Employ effective communication strategies through platforms such as intercom to enhance customer correspondence and support interactions.
- Achievements:
- Successfully achieved and exceeded Key Performance Indicator (KPI) goals, showcasing a dedication to performance excellence.
  - Implemented proactive follow-up measures to address and resolve critical issues promptly, contributing to enhanced customer experience and satisfaction levels.

mai 2023 - august 2023  
3 luni

#### Logistics Coordinator

**IG Team**  
(Chișinău), Transport, logistică și comerț exterior

- Conducted in-depth analysis of the truck freight market
- Initiated contact with brokers to skillfully negotiate rates for prospective cargo assignments
- Efficiently oversaw the coordination of multiple drivers concurrently
- Demonstrated adeptness in promptly addressing and resolving any issues that arose
- Effectively communicated inquiries and concerns to the shipper and receiver departments
- Advocated for detention pay as needed.

iunie 2021 - februarie 2023  
1 an și 8 luni

## Partnerships Manager

### Baeldung

(Бухарест), IT, Internet

- Developed and maintained successful partnerships with sponsors to ensure long-term business relationships.
- Coordinated the delivery of various services to partners, including Google Ads campaigns, email marketing, partner articles, and native product integration.
- Created and managed marketing documentation, ensuring that all materials were up-to-date and consistent with the company's brand and messaging.
- Designed customized reports to provide partners with relevant and useful data on their campaigns and initiatives.
- Successfully managed the launch of new courses on the company website, ensuring a seamless user experience and driving increased engagement.
- Provided leadership and guidance to a team of three partner area assistants, delegating tasks and ensuring that all team members were aligned with the company's goals and objectives.

august 2019 - februarie 2023  
3 ani și 6 luni

## Course Support Agent

### Baeldung

(Бухарест), IT, Internet

Baeldung logo

BaeldungBaeldung

3 yrs 7 mos3 yrs 7 mos

Bucharest, Romania · RemoteBucharest, Romania · Remote

Partnerships ManagerPartnerships Manager

Full-timeFull-time

Jun 2021 - Feb 2023 · 1 yr 9 mosJun 2021 - Feb 2023 · 1 yr 9 mos

- Developed and maintained successful partnerships with sponsors to ensure long-term business relationships.
  - Coordinated the delivery of various services to partners, including Google Ads campaigns, email marketing, partner articles, and native product integration.
  - Created and managed marketing documentation, ensuring that all materials were up-to-date and consistent with the company's brand and messaging.
  - Designed customized reports to provide partners with relevant and useful data on their campaigns and initiatives.
  - Successfully managed the launch of new courses on the company website, ensuring a seamless user experience and driving increased engagement.
  - Provided leadership and guidance to a team of three partner area assistants, delegating tasks and ensuring that all team members were aligned with the company's goals and objectives.
  - Developed and maintained successful partnerships with sponsors to ensure long-term business relationships.
  - Coordinated the delivery of various services to partners, including Google Ads campaigns, email marketing, partner articles, and native product integration.
  - Created and managed marketing documentation, ensuring that all materials were up-to-date and consistent with the company's brand and messaging.
  - Designed customized reports to provide partners with relevant and useful data on their campaigns and initiatives.
  - Successfully managed the launch of new courses on the company website, ensuring a seamless user experience and driving increased engagement.
  - Provided leadership and guidance to a team of three partner area assistants, delegating tasks and ensuring that all team members were aligned with the company's goals and objectives.
- Skills: Team Management · Partner Relationship Management · Slack · JIRA · WordPress · Communication · Google SheetsSkills: Team Management · Partner Relationship Management · Slack · JIRA · WordPress · Communication · Google Sheets

Course Support Agent  
Freelance

Aug 2019 - Feb 2023 · 3 yrs 7 mos

- Managed a range of student requests, including email inquiries, course upgrades, cancellations, and chat-based interactions
- Contributed to the planning and execution of activities related to the successful launch of new courses
- Delivered exceptional customer support by demonstrating strong attention to detail, problem-solving skills, and commitment to customer satisfaction
- Played a key role in contributing to the growth and success of the organization.

aprilie 2019 - octombrie 2021  
2 ani și 5 luni

## Marketing Senior Assistant / Video Editor

### Strategic Marketer

(Jupiter, Florida), Marketing, publicitate, PR

- Produced and managed marketing webinars using GTW, from lead generation to recording and conversion.
- Edited videos using Camtasia for both marketing and administrative purposes.
- Managed content on WordPress, including proofreading, editing, and publishing materials online.
- Developed and edited video tutorials for the internal knowledge base, ensuring that materials were clear, concise, and effective.
- Authored articles on a range of digital marketing topics, contributing to the company's thought leadership and positioning in the market.
- Conducted manual and automated transcription of videos for marketing purposes, ensuring that all content was accurately captured and easily accessible.
- Analyzed and evaluated marketing strategies from videos, identifying areas for improvement

februarie 2018 - mai 2019  
1 an și 2 luni

## L1/L2 Technical / Customer Care Support

### Strategic Marketer

(Jupiter, Florida), Marketing, publicitate, PR

- Managed and escalated technical support tickets for assigned SaaS products using Zendesk, ensuring timely and effective resolution of issues.
- Handled incoming calls from clients, including technical support, sales inquiries, cancellation requests, and general customer care.
- Conducted one-on-one online support sessions with clients using various platforms such as Zoom, Skype, Join.me, and Team Viewer, providing personalized support and guidance.
- Conducted retention calls for existing clients, building strong relationships and ensuring continued customer satisfaction.
- Contributed to the development of the product's knowledge base by creating tutorial videos, enabling customers to easily access relevant information and improving their overall experience.
- Coached new company employees, providing guidance and training to ensure they were equipped with the skills and knowledge needed to excel in their roles.

noiembrie 2017 - martie 2018  
3 luni

## Technical Support Assistant / Reputation Manager

### No Joke Marketing

(Amherst, New York), Marketing, publicitate, PR

- Oversaw customer reputation management in Reputation Kahuna, including

setting up customers in the software, creating feedback pages and media centers, and generating reports.

- Syndicated reviews and feedback on websites and social media platforms, ensuring positive brand exposure and a strong online reputation.
- Created reputation videos for customers using Rep Videos, delivering engaging and informative content that elevated their online presence and reputation.
- Managed email accounts and hosted email services within Rackspace INC, handling tasks such as account creation, deletion, and adjustment, as well as assisting in email migration processes between hosting platforms.

februarie 2015 - noiembrie  
2017  
2 ani și 9 luni

## **Technical Support / Marketing Assistant / Reputation Manager**

### **MarkUBiz**

(Reno, Nevada), Marketing, publicitate, PR

- Conducted website live audits within WP, including testing for broken links, opt-in forms, and plug-ins. Ensured a smooth and seamless user experience for visitors to the website.
- Managed domains across various registrars such as Enom, GoDaddy, Network Solutions, Wix, and Bluehost. Transferred domains between registrars, updated contact information, and adjusted domain renewals, ensuring smooth domain management and maintenance.
- Contributed to the organization's social media marketing efforts, creating posts for Facebook, Google+, Pinterest, and other platforms to engage with customers and promote the brand.
- Conducted online directory phone verifications with customers, ensuring that business information was accurate and up-to-date across various online platforms.

decembrie 2013 - februarie  
2015  
1 an și 2 luni

## **Web research specialist / Virtual Assistant**

### **Local Child Care Marketing**

(Reno, Nevada), Marketing, publicitate, PR

- Set up customers for call tracking using Call Tracking Metrics: purchased tracking numbers; set up plug-ins on websites; tested tracking numbers
- Created video tutorials for clients/team members using Jing, Screencast-O-Masc
- Created marketing Gmails for customers
- Created turnover letters and hand-off forms for customers; gathered login information, files, docs, and images; provided website backups
- SEO optimized newly created Youtube channels for customers: added tags; added keywords to channels; adjusted location and video upload defaults
- Performed online directories phone verifications with customers: scheduled verifications; communicated with customers; completed verifications for directories such as Apple Maps, Bing Maps, Google My Business, Express Update, Yelp, Yellowpages, Yellow bot, etc.
- Performed miscellaneous support help: updated tracking sheets inside corporate folders; called customers about email/domain/website issues

iulie 2013 - septembrie 2013  
2 luni

## **Content Manager / QA tester**

### **Activecell**

(US), Telecomunicații

- Conducted quality assurance (QA) tests on web pages, ensuring that they met

established standards for functionality, user experience, and overall quality.

- Uploaded and edited copies of websites' blogs, ensuring that all content was optimized for search engines and conveyed the intended messaging to the target audience.

septembrie 2010 - martie  
2011  
5 luni

## Content Manager / Sales Manager

**Infohub Inc**  
(Chişinău), Vânări

- Added and edited listings on the company's website, ensuring that all information was accurate, up-to-date, and presented in an engaging and effective manner.
- Conducted online research to identify potential customers, using various tools and strategies to gather relevant data and insights.
- Performed cold emailing, crafting compelling messages that effectively communicated the company value proposition and motivated prospects to take action.
- Closed deals, working closely with potential customers to understand their needs, address any concerns or objections, and ultimately secure their business.

## Education

Studii superioare

până în 2013

IRIM, Иностранные языки  
Переаодчик

## Instruire continua, cursuri de formare

2019

HTML/CSS in IT школа Vanar, or. Chişinău.

## Competente-cheie

WordPress - 4 years  
Copywriting - 1 year  
Microsoft Office - 10 years  
Reputation Management - 8 years  
Jira - 6 years  
Customer Support - 6 years  
HTML/CSS - 4 years  
Content Management - 7 years  
Phone etiquette - 3 years  
Google Analytics - 3 years  
Zendesk Support - 4 years  
Customer Care Skills  
Managing Skills  
Teamwork  
Time Management  
Google Docs  
Google Sheets  
Google Analytics  
Canva  
Camtasia  
Advanced Windows, Microsoft Office, Internet

Bilingual in Russian and English; basic Romanian and Spanish  
Web content management  
Intermediate WordPress  
Basic HTML/CSS/JS  
Domain management  
Email management  
Reputation management  
Basic Photoshop skills  
Voice over

## Competente lingvistice

---

Rusa	Materna
Romana	Elementar
Engleza	Fluent

## Informații suplimentare

---

Calatorii de afaceri	disponibil pentru detașări de serviciu
Cetățenie	Moldova
Permis de conducere	B

Despre mine

I am an accomplished Customer Support Specialist with extensive management experience, seeking a Senior Support / Product Manager role.  
With over 6 years of experience in customer support, I possess exceptional verbal and written communication skills that enable me to effectively interact with customers, colleagues, and stakeholders at all levels.  
As a hardworking and responsible manager, I am committed to continuous learning and self-improvement to enhance my professional skills.