

Remote Sales Agent / Insurance Agent / Purchasing Representative

Femeie, 28 ani, superioare studii.



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

Salariu	40000 MDL
Program de lucru	Part-time
Chișinău	Chișinău
Calatorii de afaceri	disponibil pentru detașări de serviciu

Experiența de munca

6 ani și 5 luni

septembrie 2022 - februarie 2023
5 luni

Front Desk Representative

Holiday Inn & Holiday Inn Express Amsterdam - Arena Towers · Freelancer
(Peste hotare), Turism, ospitalitate

- Welcomed each new arrival pleasantly and confirmed reservation and identification.
- Verified that personal and payment information on guest accounts was accurate and complete.
- Completed late check-ins and directed guests to rooms and facilities with helpful demeanour.
- Processed new bookings via the AMADEUS system, ensured maximum room occupancy and assisted guests with any special requirements.
- Handled incoming calls on a multi-line phone system and directed them to the correct staff member while answering general information questions as required.
- Improved customer service ratings through prompt responses to requests.
- Resolved service-related problems and documented actions in the system, kept accounts in balance and ran daily reports to verify totals.
- Calculated the final invoices, collected payments and ensured the guests had a pleasant experience.

noiembrie 2021 - noiembrie 2022
1 an

Rental Sales Agent

Sixt Car Rental at Schiphol Airport Amsterdam, Netherlands
(Amsterdam), Business auto

- Greeted clients as they arrived, provided them with information on their car rental agreement services and collecting payments.
- Created more than 500 contracts/month, exceeded sales targets and generated more than €40k in sales revenue.
- Provided outstanding customer service in all customer interaction situations.

- Prepared rental agreements for customers to sign, reviewed rental agreement with customers, checked the driver's license, identity card and credit card.
- Promoted any additional services (insurance, car upgrades, GPS, prepaid fuel etc.), and handled any questions or concerns as explanation of charges, vehicle features, directions, etc.
- Checked out customer cars and provided them with car keys. Checked in customer cars, inspected incoming vehicles for new damages and reported to the on-duty supervisor. Completed Car exchange requests and extensions in the computer system.

aprilie 2019 - octombrie 2021
2 ani și 5 luni

Photo Expert / Sales Advisor

Image Insight - Madame Tussauds - Amsterdam, Netherlands
(Amsterdam), Vânzări

- Approached 1500-2000 guests/day and actively encouraged to have their photo taken.
- Shot 300 pictures per hour, increased 3 times the target per hour and received dozens of compliments from clients.
- Took orders, printed photos, fulfilled guest's photo package while provided excellent customer service and created fantastic experience for every guest.
- Handled payments and refunds at busy cash desk.
- Achieved KPI's, exceeded targets and expectations by remaining motivated.
- Managed photo lab inventory, placing orders for toner, ink and paper when supplies were low.

iulie 2018 - ianuarie 2019
6 luni

Sales Assistant

Scalpers Fashion Netherlands B.V - Amsterdam, Netherlands
(Amsterdam), Vânzări

- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Drove team revenue totals by bringing in over 1000€ in sales.
- Merchandised attractive shelf displays with current offerings to drive store sales.
- Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
- Processed cash and credit card payments.

noiembrie 2017 - aprilie 2018
5 luni

Sales Consultant/Beautician

Sakare Luxury Cosmetics Company - Amsterdam, Netherlands
(Amsterdam), Vânzări

- Approached more than 70 customers/day, evaluated client needs and recommended treatments to achieve desired result.
- Recommended products based on skin assessment and application preference.
- Demonstrated products to show potential customers benefits and advantages and encourage purchases.
- Negotiated prices with potential customers and closed deals.

- Scanned items, handled cash and credit transfers with accuracy.
- Provided friendly and attentive responses to customer queries and issues.

ianie 2017 - noiembrie 2017
5 luni

Buying Representative

Lanius Trading GMBH
(Chişinău), Achiziții, aprovizionare

- Identified new toy vendors of brands such as Lego, Mattel, Hasbro, Playmobil and introduced them in database.
- Interviewed potential vendors, obtained most cost-effective pricing for toy lots, overstocks.
- Established and maintained effective and lasting vendor relationships through dynamic communication, collaboration and intelligent questioning skills.
- Handled 70 calls per day to address customer inquiries and concerns.
- Worked with departments to find new and better items to fulfil diverse needs.
- Accepted and processed supply requests from staff and generated POs.

ianuarie 2016 - septembrie 2017
1 an și 8 luni

Market Research Interviewer

Magenta Consulting Company
(Chişinău), Consultanță, dezvoltarea strategică

- Am realizat sondaje de opinie in teren.

februarie 2017 - mai 2017
2 luni

Customer Support Representative

Smashing Team Company
(Chişinău), Consultanță, dezvoltarea strategică

- Supported customer questions and issues by gathering data, analysing needs, evaluating possible resolutions and implementing best solutions.
- Participated in ongoing training to learn new products and enhance skills to improve customer support delivery.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Managed more than 100 inbound/outbound calls and emails per day.
- Provided primary customer support by identifying with technical department the suitable engine for customer's car.
- Provided information about new offers and maximized opportunities to sell car engines.

Education

Studii superioare

până in 2017

The Moldova State University, Bachelor of Arts: Modern and Classical Languages (Spanish-English)
Spanish language and literature and English language

Competente-cheie

- Motivated and patient
- Positive and friendly
- Detail oriented
- Responsible and dedicated
- Flexible to different situations
- Problem solving strength

Competente lingvistice

Romana	Materna
Rusa	Comunicare
Spaniola	Fluent
Engleza	Fluent
Olandeza	Medium

Informații suplimentare

Calatorii de afaceri	disponibil pentru detașări de serviciu
Cetațenie	Moldova, Romania
Despre mine	ACROYOGA, COOKING, TRAVELLING, PHOTOGRAPHY, LATIN DANCES In my spare time, I enjoy meeting up with my friends and family, delighting them with homemade cakes. Travelling, AcroYoga and Salsa dance inspire me, help me create new connections and find my Zen.

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>