

## Remote Sales Agent / Insurance Agent / Purchasing Representative

Женщина, 28 лет, высшее образование.



**Контактные данные соискателя доступны только на платной основе. Подробнее по ссылке: <http://www.rabota.md/cv/>**

Зарплата	40000 MDL
График работы	Частичная занятость
Кишинев	Кишинев
Командировки	готов к командировкам

### Опыт работы

6 лет и 5 месяцев

сентябрь 2022 - февраль 2023  
5 месяцев

#### Front Desk Representative

**Holiday Inn & Holiday Inn Express Amsterdam - Arena Towers - Freelancer**

(За границей), Туризм, гостиничное дело

- 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.

ноябрь 2021 - ноябрь 2022  
1 год

#### Rental Sales Agent

**Sixt Car Rental at Schiphol Airport Amsterdam, Netherlands**  
(Amsterdam), Автомобильный бизнес

- 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.

апрель 2019 - октябрь 2021  
2 года и 5 месяцев

## **Photo Expert / Sales Advisor**

**Image Insight - Madame Tussauds - Amsterdam, Netherlands**  
(Amsterdam), Продажи

- 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.

июль 2018 - январь 2019  
6 месяцев

## **Sales Assistant**

**Scalpers Fashion Netherlands B.V - Amsterdam, Netherlands**  
(Amsterdam), Продажи

- 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.

ноябрь 2017 - апрель 2018  
5 месяцев

## **Sales Consultant/Beautician**

**Sakare Luxury Cosmetics Company - Amsterdam, Netherlands**  
(Amsterdam), Продажи

- 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.

июнь 2017 - ноябрь 2017  
5 месяцев

## Buying Representative

### Lanius Trading GMBH

(Кишинев), Закупки, снабжение

- 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.

январь 2016 - сентябрь 2017  
1 год и 8 месяцев

## Market Research Interviewer

### Magenta Consulting Company

(Кишинев), Консалтинг, стратегическое развитие

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февраль 2017 - май 2017  
2 месяца

## Customer Support Representative

### Smashing Team Company

(Кишинев), Консалтинг, стратегическое развитие

- 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.

## Образование

## Высшее образование

по 2017

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

## Ключевые навыки

- Motivated and patient
- Positive and friendly

- Detail oriented
- Responsible and dedicated
- Flexible to different situations
- Problem solving strength

## Владение языками

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Румынский	Родной
Русский	Разговорный
Испанский	Свободно владею
Английский	Свободно владею
Голландский	Средний

## Дополнительная информация

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Командировки	готов к командировкам
Гражданство	Молдова, Румыния
О себе	<p>ACROYOGA, COOKING, TRAVELLING, PHOTOGRAPHY, LATIN DANCES</p> <p>In my spare time, I enjoy meeting up with my friends and family, delighting them with homemade cakes.</p> <p>Travelling, AcroYoga and Salsa dance inspire me, help me create new connections and find my Zen.</p>

## Социальные сети

У данного кандидата имеются ссылки на его страницы в социальных сетях, которые будут доступны Вам после оплаты доступа к контактным данным этого соискателя. Подробнее по ссылке: <https://www.rabota.md/ru/prices/cv>