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-  23 years
-  Female
-  Chişinău
-  **1 000 USD**
- 

## TOP Skills

- **Team work and customer care** · 2 years
- **Assisting clients with setting up their profile** · 1 year
- **Guiding and assisting clients with the platform** · 10 months
- **Manage the performance of the Customer Support Managers and oversee day to day operations** · 10 months
- **Managing customers personal profiles and updating them on the latests market news** · 7 months

## Preferences

- Full-time
- Hybrid

## Languages

- **Romanian** · Native
- **Russian** · Fluent
- **English** · Fluent

# Team Lead

## About me

Highly energetic and performance driven, are just the main character traits that drive me to improve and strive for perfection in the position that I take. Due to the amount of tasks that were delegated to me, it is crucial for me to stay organized and have a backup plan if there might be difficult situations. And as a fun fact from the age of 4 to 17, I have been a professional ballroom dancer, during this time I have managed to travel the world and represent Moldova and Romania on the international stage, which introduced me to different cultures and made me discover my love for traveling.

## Work experience

### Team Lead of Customer Support Managers · KeepUp Systems

*December 2023 - September 2024 · 10 months*

Team Lead takes interviews of the new candidates and creates a small description of them during the conversation. During that time, we test the candidate on their behavior in different situations to see their compatibility with the job as a support manager. Provide training to the accepted candidates and cultivate the necessary skills for them to be prepared for the position. Lead a team of support managers, providing coaching, mentorship, and guidance to ensure their professional growth and the effectiveness of their teams. Oversee the day-to-day operations of the support department, ensuring timely and effective issue resolution, and adherence to service level agreements. Monitor support performance metrics. Setting up 1-1 meetings with all support managers every quarter of the year to provide a performance evaluation, set up goals for the upcoming quarter, discuss overall physical and mental being of the support manager and discuss potential promotion and what skills need to be improved for the transfer to be completed. Promote ongoing process improvement initiatives to streamline support workflows, boost effectiveness, and elevate customer satisfaction. Handle escalated customer issues and complex cases, demonstrating problem-solving skills and a commitment to customer success. Collaborate with other departments to drive customer-centric improvements and initiatives. Establish and nurture a culture of collaboration, innovation, and accountability within the support managers' team.

Passing updates/information from different departments to our support managers, and having us send back questions that can potentially be asked by our clients or provide with cases that

## Skills

- Research Skills
- Negotiation Skills
- Communication Skills
- Training Activities
- Chat Customer Service
- Meetings Organisation and Preparation
- Customer Account Management
- Customer Retention
- Customer Satisfaction
- Customer Service
- Sales
- Quality Management
- Performance Management
- Team Management
- Management of Stress
- Emotional Intelligence
- Team Work

require additional departments to be involved, for the customer satisfaction to maintain itself at an all-time high. Prepare and present regular performance reports to senior leadership, highlighting achievements, challenges, and strategic recommendations.

**Skills:** Manage the performance of the Customer Support Managers and oversee day to day operations

### **Customer support manager** · KeepUp Systems

*March 2023 - December 2023 · 10 months*

- Guide and present to the clients the website and its products/features
- Answer questions regarding to the functionality of the platform
- Updating information on clients internal profile

**Skills:** Guiding and assisting clients with the platform

### **Senior Customer Service Representative** · One Prime LTD · Bucharest

*July 2022 - January 2023 · 7 months*

- Communicating with clients about the ongoing events on the financial market
- Keeping in touch with clients via calls
- Updating information on clients internal profile
- Providing explanations to how the financial market works
- Helping clients set up their profile on different exchanges
- Receiving new clients and expanding the personal customer base
- Catering to different clients and helping them diversify their trading portfolios
- Guiding and presenting different markets based on their financial goals

**Skills:** Managing customers personal profiles and updating them on the latests market news

### **Customer Service Manager** · Caps solution LTD

*June 2021 - June 2022 · 1 year 1 month*

- Guide and present to the clients the website and its products
- Answer questions regarding to the functionality of the platform
- Help collect the necessary documents for the completion of the account
- Communicating via email about the ongoing promotions
- Keeping in touch with clients via calls
- Updating information on clients internal profile

**Skills:** Assisting clients with setting up their profile

### **Lead Dancer** · Show Ballet Flash

*January 2019 - December 2021 · 2 years 11 months*

Perform at different shows, weddings and events

- Communicating with a director/manager of a festivity in question and then passing the information/ changes to the team
- Solving crisis cases that involve the public or the flow of a celebration
- Creating choreography and adapting it based on the situation
- Providing mentorship to the newcomers
- Learning choreography and practicing on a regular basis
- Taking care of costumes provided by the employer or custom ordering based on the necessary requirements

Skills: Team work and customer care

## **Desired industries**

- Sales / Retail
- Call Center / Back Office
- Management

## **Education: Higher**

**University of Babes - Bolyai**

*Graduated in: 2024*

Faculty: Faculty of European Studies

Speciality: International Relationships and European Studies