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- 👤 35 ani
- ♀ Feminin
- 📍 Chișinău

## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Franceză** · Fluent
- **Bulgară** · Comunicare

## Permis de conducere

Categoria: B  
Cu automobil personal

# Team leader, Manager, director, head staff

## Despre mine

Hobby : Attend shows and competitions of Drift, Drag, Street racing,  
Building bmw tuning projects : in progress E30 M3 replica, E36 pro atmo.  
Car detailing vinnyl wrapping. Outdoor activities

## Experiența profesională

### Director · Alliance Motor Group SRL

*Februarie 2020 - Februarie 2024 · 4 ani 1 lună*

- Working with potential and current clients
- Control and responsibility for the good performance of the activity and the observance of the procedures within the Car Service
- responsibility for own stock of spare parts
- Control and responsibility for the entire inventory of the Service Department (equipment, tools, washing machines, service cars, logistics, offices, etc.)
- Compliance with disciplinary rules, internal order and labor protection rules. Take effective measures for labor protection and supervision and compliance with safety rules for subordinate personnel
- Assurance and compliance with the policy practiced by the company in the field of quality
- Planning the company's budget and accounting records.

### Sales team leader · Watches world ltd

*Ianuarie 2023 - August 2023 · 8 luni*

Leader of the Sales Team  
responsible for fostering the sales team, coordinating sales activities, and putting in place sales strategies that enable the company to continuously achieve and exceed its sales targets.

- perform sales, through company' s channels and outbound networks.
- stock management
- follow up on orders, payments, deliveries, in cooperation with logistic department.

-sourcing of products and building longterm relationship with suppliers and dealers all over the world.

### **Senior Buyer representative** · Impro group

*ianuarie 2017 - Decembrie 2022 · 5 ani 11 luni*

Buyer representative EU Market ( France, Bulgaria and other.)

French speaking and bulgarian

Responsibilities:

- searching and identifying potential vendors
- provide itemized quoting and negotiate prices of goods
- generate purchase orders and arrange freight details
- follow up on existing orders
- keep business correspondence with potential and existing vendors
- daily outbound calls

Qualifications & Skills:

- College/University degree
- Fluent written and spoken English
- Computer literacy (Browser, Email, Skype, basic knowledge of Apache OpenOffice suite)
- Strong negotiation skills

### **Lead Generator** · Impro Group

*Iulie 2016 - Ianuarie 2017 · 7 luni*

EU MARKET - French speaker, and English

As a Lead Generation Representative, my tasks were to call prospects and educate them on our services . A key role in buing and sales process as we proactively called, managed, and distributed outbound, inbound, and any other source of buying leads.

Responsibilities & Attributes for Success:

- Nurture leads and profile customers for possible buying/sales opportunities
- Timely and accurately pre-qualify and route all uncovered opportunities
- Engaged in business-level conversations
- Develop opportunities from e-mail campaigns
- Place outbound calls to lists following direct mail campaigns and on specific data points
- Understand and communicate effective value propositions to prospective customers
- Serve as product and service advocate for the client; build interest and awareness of client's value proposition; respond to product-related questions, as needed
- Assist in placement of leads with client and follow up
- Log and manage all relevant activities, calls, and leads in assigned database tool
- Achieve established daily call objectives

## **affiliate manager** · JocSolutions

*Ianuarie 2016 - Iulie 2016 · 6 luni*

Build and maintain customer relationships in order to understand their needs and business priorities.

Provide excellent customer service to maintain existing affiliates and acquire new affiliates.

Manage business negotiations with customers.

Handle business deal tracking, monitoring, closing, and other related activities as needed.

Coordinate with various teams to address affiliate needs in accurate and timely manner.

Implement affiliate marketing activity including email campaigns, newsletters, blog, etc to increase revenue targets.

Recommend process improvements to increase revenue targets.

Perform new customer acquisition through research, referrals, networking, cold calling, data feeds and emails.

Set marketing and sales goals to achieve revenue growth.

Targeting CIS countries, Russian market and some European countries( Poland , Sweden)

## **Internship at** · the embassy of Republic of Moldova in Estonia

*Septembrie 2013 - Iulie 2014 · 10 luni*

- helping monitoring of the cases with Moldovan citizens in difficult situations, administration of the cases of petitions and requests of citizens, etc.

## **affiliate manager** · deckmedia ltd

*August 2011 - August 2013 · 2 ani 1 lună*

Optimize all aspects of our affiliate program through established and new networks;

Implement initiatives that enhance affiliate productivity, create new growth opportunities

Manage affiliate relations, communication and recruitment;

Strong sales, negotiation, analytical and implementation ;

Communicate with affiliates via email and telephone, answering inquiries about affiliate program and best practices;

Critique and optimize affiliate offerings on an individual and general basis;

Ability to understand and verbalize technical language involved in affiliate implementation;

Aggressively drive sales and program efficiencies;

Prioritize execution strategy based on revenue potential;

Motivate affiliates to provide maximum exposure and revenues;

Run well-conceived marketing tests to help optimize affiliate sales and retention;

Track & analyze metrics to evaluate and improve the effectiveness of the program(s);

## **Team leader of the Customer support Deckmedia · Deckmedia**

*August 2010 - August 2011 · 1 an 1 lună*

Effectively manage large amounts of incoming calls/ chats  
Generate sales  
Identify and assess customers' needs to achieve satisfaction  
Build sustainable relationships of trust through open and interactive communication  
Provide accurate, valid and complete information by using the right methods/tools  
Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution  
Keep records of customer interactions, process customer accounts and file documents  
Follow communication procedures, guidelines and policies

## **operator · ICARE SOLUTION SRL ICS**

*Martie 2009 - Iulie 2010 · 1 an 5 luni*

The main goal was to make the link between suppliers and buyers from around the world via the portal Site Search by company. To give potential buyers a database that would merge the qualified suppliers.

Improving the visibility of suppliers registered on our portal through active references.

Incoming calls

□ Provide information to potential customers about available services

Support for new customers registering their

Outgoing calls

Contacting customers to keep up to date customer data  
administrative tasks

Taking care of correspondence

Manage e-mail client

Identify and classify letters to customers

## **Studii: Superioare**

### **Institute of foreign affairs of RM**

*Absolvit în: 2012*

Facultatea: law science

Specialitatea: criminal law