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Поддержка / Продажи / Менеджер

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.

Experiența profesională

Support Manager · Meta-Sistem

Octombrie 2023 - Martie 2024 · 5 luni

- 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.

Logistics Coordinator · IG Team

Mai 2023 - August 2023 · 4 luni

- 👤 35 ani
- ♂ Masculin
- 📍 Chișinău
- 💰 30 000 MDL

Preferințe

- Flexibil

Limbi

- **Română** · Elementar
- **Rusă** · Fluent
- **Engleză** · Fluent

Permis de conducere

Categoria: B

- 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.

Partnerships Manager · Baeldung · Бухагест

Junie 2021 - Februarie 2023 · 1 an 9 luni

- 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.

Course Support Agent · Baeldung · Бухагест

August 2019 - Februarie 2023 · 3 ani 7 luni

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

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Skills: 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.

Marketing Senior Assistant / Video Editor · Strategic Marketer · Jupiter, Florida

Aprilie 2019 - Octombrie 2021 · 2 ani 6 luni

- 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

L1/L2 Technical / Customer Care Support · Strategic Marketer · Jupiter, Florida

Februarie 2018 - Mai 2019 · 1 an 3 luni

- 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.

Technical Support Assistant / Reputation Manager · No Joke Marketing · Amherst, New York

Noiembrie 2017 - Martie 2018 · 4 luni

- 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.

Technical Support / Marketing Assistant / Reputation Manager · MarkUBiz · Reno, Nevada

Februarie 2015 - Noiembrie 2017 · 2 ani 10 luni

- 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.

Web research specialist / Virtual Assistant · Local Child Care Marketing · Reno, Nevada

Decembrie 2013 - Februarie 2015 · 1 an 3 luni

- 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

Content Manager / QA tester · Activecell · US

Iulie 2013 - Septembrie 2013 · 3 luni

- 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.

Content Manager / Sales Manager · Infohub Inc

Septembrie 2010 - Martie 2011 · 6 luni

- 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.

Studii: Superioare

IRIM

Absolvit în: 2013

Facultatea: Иностранные языки

Specialitatea: Переаодчик

Cursuri, training-uri

HTML/CSS

Absolvit în 2019

Organizator: IT школа Vanar