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# English Speaking Agent / Designer - C1

## About me

I'm a passionate and creative individual with strong communication skills and a talent for building meaningful relationships. I'm inspired by learning, exploring new challenges, and engaging with art, whether it's playing guitar, dancing, or drawing. My experience includes effective time management, promoting products, and maintaining an organized work environment. I pay attention to detail, solve problems quickly, and prioritize creating positive connections with those around me.

## Work experience

### Designer · Freelance

*February 2022 - Present · 3 years 1 month*

- Creating advertising materials such as banners, vouchers, flyers, business cards, and more.
- Designing digital or printed menus for fast-food restaurants.
- Customizing products to meet client requirements.
- Developing the brand identity for companies.
- Maintaining a consistent graphic style or adapting it to current design trends.

Skills: Adobe Photoshop, Adobe Illustrator, Adaptability, Graphic Design, Graphics Software

### Sales Agent · KIVORK

*July 2022 - July 2024 · 2 years 1 month*

- I handled phone calls and emails to provide information and assist customers with the booking process.
- I consulted with clients, recommending suitable destinations and travel packages.
- I managed bookings and issued tickets for flights and travel services.
- I provided support to clients before, during, and after their trips, resolving issues and addressing complaints.

Skills: Telephone Call Reception Management, Customer Service, Profit-Based Sales Targets, Negotiation Skills, Active Listening Skills, Team Working, Sabre GDS, Consultative Selling

👤 21 years

♂ Male

📍 Chişinău

💰 20 000 MDL

## TOP Skills

- **Team Working** · 3 years
- **Customer Service** · 3 years
- **Active Listening Skills** · 3 years
- **Adobe Photoshop** · 2 years
- **Graphic Design** · 2 years
- **Adaptability** · 2 years

## Preferences

- Full-time

## Languages

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

## **Commercial Agent** · VEO Worldwide Services

*September 2023 - November 2023 · 3 months*

- I contacted companies in the European market database to identify overstock lots and gather as much information as possible about them.
- Maintained B2B relationships with existing partners.
- I recorded completed actions and entered collected information into the CRM and Excel files.
- I planned daily schedules to ensure maximum productivity.
- I collaborated with colleagues from other departments to streamline processes and improve efficiency.

**Skills:** Team Working, Data Entry Skills, Cold Calling, Administrative Skills, Commercial Knowledge, Negotiation Skills, Active Listening Skills

## **Cashier** · Maestro Food

*April 2022 - July 2022 · 3 months*

- I quickly and accurately processed orders, handled payments (cash, card, or other methods), and managed the preparation and packaging of orders according to requirements.
- I maintained cleanliness in the workspace and at the register, managed necessary stock levels, and provided customer support by answering questions and resolving issues.
- I collaborated with colleagues to ensure a smooth workflow and stayed up-to-date on the menu and promotions.

**Skills:** Team Working, Customer Service, Order Processing, Hospitality, Active Listening Skills

## **Cashier** · KFC

*November 2020 - April 2022 · 1 year 6 months*

- I handled in-person orders, ensuring they were taken quickly and accurately.
- I processed payments in cash, by card, or through other available methods.
- I prepared orders according to specifications and ensured proper packaging.
- I maintained cleanliness in the workspace and at the register.
- I managed product and material stock levels at the register.
- I provided support and information to customers, answering questions and resolving any issues.
- I collaborated with kitchen staff to ensure an efficient workflow.
- I kept my knowledge up-to-date on the restaurant's menu and current promotions.

**Skills:** Team Working, Hospitality, Customer Service, Active Listening Skills

## **Desired industries**

- Design / Web Design / Graphics
- Sales / Retail

## **Education: Secondary**

**Liceul Teoretic cu Profil de Arte "Mihail Berezovschi"**

*Graduated in: 2022*

**Universtitatea Libera Internationala din Moldova**

*Currently studying*