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# Data Entry Specialist, Customer Support

## Despre mine

Conduc propriul blog pe tema psihologiei.  
Sint o persoana responsabila, harnica si diplomata.  
-good knowledge of English and Italian;  
-strong negotiating skills;  
-ability to convince;  
-worked with many admin systems;  
-strong in research and marketing;  
-love communicating and am good at it.

## Experiența profesională

### Psychologist · Nadejda - Psiholog Virtual

*Septembrie 2022 - Prezent · 2 ani 6 luni*

-Conducting 1,2 hour psychotherapy sessions with clients of different age, race, gender and nationality ranges regarding issues such as: mental health, relationships, work, etc.;  
-Creating my own online platform with over 20k active followers: <https://www.facebook.com/nadejdaburlaca8>  
-Using marketing skills in order to attract clientele;  
-Hundreds of positive reviews on my work available on various social media platforms and search engines

### Copywriter · Ketse.com

*Aprilie 2018 - Prezent · 6 ani 11 luni*

-Outsourcing relevant articles;  
-Building an article according to the required criteria;  
-Inserting the beneficial SEO keywords into the created content;  
-Rectifying the existing text as per the customer's needs;  
-lots of research and a rich imagination;  
-constant inspiration in terms of writing and creating content;  
-Modeling the texts so that they benefit the SEO targets;  
-Rectifying the texts according to the customer's needs.

### CEO · IBmachine.com

👤 39 ani  
♀ Feminin  
📍 Chișinău  
💰 10 000 MDL

## Preferințe

- Flexibil
- Part-time
- Fără program
- Remote

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Italiană** · Fluent

## Permis de conducere

Categoria: A  
Cu automobil personal

*Aprilie 2016 - Aprilie 2018 · 2 ani 1 lună*

- Managing website sales;
- Managing data entry staff;
- Finding clients and signing them up on the website;
- Taking payments online;
- Assisting customers with the website use;
- Attending fairs;
- Suggesting improvement for the site's usability;
- Visiting potential customers on-site in their factories.

### **Project Manager, Sales · Travod**

*Aprilie 2015 - Iulie 2016 · 1 an 3 luni*

- Monitoring and instructing a team of people to reach the company's sales objectives;
- Negotiating with clients in several languages;
- Constructing offers;
- Multiple project management;
- Payment handling;
- Occasional translations and interpreting.

### **Sales and Marketing · ADT Machinery**

*Septembrie 2013 - Decembrie 2014 · 1 an 3 luni*

- Website creation and maintenance;
- Increasing new customer traffic via outreach;
- Social media marketing;
- Product promotion on various platforms;
- Continuous visits to clients in factories located in different cities;
- Client search and outreach;
- Product presentation and marketing in various languages;
- Translations and interpreting;
- Attending fairs and business meetings;
- Negotiations with potential and existing customers.

### **Business Development Manager · Development AID**

*Septembrie 2012 - Septembrie 2013 · 1 an 1 lună*

- Customer assistance on tender information in several languages;
- Finding new clients via social media and outreach;
- Processing online payments;
- Product presentation via called calls and email.

### **Buying Representative · Impro Corp**

*Septembrie 2009 - Mai 2012 · 2 ani 8 luni*

- Strong communications skills over the phone/cold calling;
- Building offers and products quoting;
- Negotiating with customers;
- Closing deals.

**Product Manager** · Safe4U · USA, Australia, China  
*Octombrie 2005 - Septembrie 2008 · 3 ani*

- Online order processing;
- Product shipping and handling;
- Processing payments by Check or online by Credit Card;
- Attending fairs.

## **Domeniul dorit**

- Call-center / Back-office

## **Studii: Superioare**

### **Moldova State University**

*Absolvit în: 2014*

Facultatea: Psychopedagogy

Specialitatea: Psychopedagogy

### **Institute of Management IMI-Nova**

*Absolvit în: 2010*

Facultatea: Law

Specialitatea: Law

## **Cursuri, training-uri**

### **Italian Language B2 level**

*Absolvit în 2018*

Organizator: Insam German School of languages

### **Grefier**

*Absolvit în 2010*

Organizator: Curtea de Apel Chisinau

### **Industrial Sales**

*Absolvit în 2009*

Organizator: Ravani Acciai