**First Name of Application CV No:** **1652808**

Whatsapp Mobile: +971504753686



**PERSONAL INFORMATION**

Date of birth: 27/08/1984

Nationality: Romanian

**EDUCATION AND TRAINING**

10/2005 - 07/2009

**Bachelor’s degree in Legal and Administrative Sciences**

Legal and Administrative Sciences University, (Romania)

08/2013-09/2013

**Communication training: Win-Win and Win-Lose**

**WORK EXPERIENCE**

05/2012-02/2016

**CONSUMER LOAN AND MORTGAGES OFFICER**

BANCPOST, Member of EUROBANK, Romania

**Main activities and responsibilities**

* Ensure that all complaints are handled in accordance with Bank regulations to the highest quality in order to maximize customer satisfaction
* Resolving complaints received from customers or state authorities
* Legal Department support for implementing court decisions
* Proposal for standardization the type of problems within the Bank in order to improve the process
* Calling and clarifying the customer's complaint, determining the cause of problem, selecting and explaining the best solution to solve the issue
* Providing support in handling customer complaints for territorial bank units

02/2008-05/2012

**VISA & AMERICAN EXPRESS CUSTOMER SERVICE OFFICER**

BANCPOST, Member of EUROBANK, Romania

**Main activities and responsibilities**

* Written or telephone interaction with customers in order to identify issues and to offer the appropriate solutions
* Present alternative resolutions and advice customers in choosing the optimal solution
* Delivering sales talks, describing products and services, in order to persuade potential customers to purchase a product or a service
* Prepare internal documents for corrections taxes/fees/interest/post/reversing transactions
* Manage e-mail groups
* Update the database with customer complaints on a daily basis

**PERSONAL SKILLS**

**Foreign languages**: English – advanced; French – beginner.

**PC Skills**: Microsoft Office

**Job-related skills**:

* Hard working person
* Quality Focus
* Problem Solving
* Market Knowledge
* Documentation Skills
* Phone Skills
* Resolving Conflict
* Analyzing Information
* Multi-tasking