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## Топ Менеджер

### Обо мне

Ability to interact and effectively communicate with people from diverse backgrounds, highlighting teamwork and problem solving. Good time-keeper cooperative, good communicator thorough good sense of humor, get on well with other people.

Proactive Human Resource Director accomplished in hiring, developing and motivating employees. Successful at building rapport at all levels and resolving issues smoothly.

MS Office, G-suite, Adobe PowerPoint. Internet Research, LinkedIn Recruiter / Sales Nav Advanced user, Hubspot, CRM, Automatisation tools

160 Certified personal coaching hours.

### Опыт работы

#### Head of HR · YDT · Кишинев

*Февраль 2023 - Декабрь 2024 · 1 год 10 месяцев*

- Developed and implemented human resources policies, procedures, and best practices. Analyzed employee data to identify trends and potential areas of improvement.
- Provided guidance on labor relations issues, including collective bargaining agreements. Developed training programs to improve staff development opportunities.
- Organized onboarding processes for new hires, including orientation sessions and paperwork completion.
- Created a positive work environment by promoting team building initiatives and resolving conflicts between employees.
- Collaborated with department heads to develop strategies that would increase employee engagement levels.
- Implemented strategies aimed at improving employee retention rates.
- Identified ways to reduce turnover through improved hiring practices.
- Counseled managers on disciplinary actions when necessary.
- Facilitated delivery of HR services by establishing and maintaining positive relationships with teams and leadership across organization.
- Supervised HR Department employees by directing activities and monitoring performance. Regularly updated HR databases to reflect employee information, changes in benefits and other details.

- 👤 37 лет
- ♀ Женский
- 📍 Кишинев
- 💰 3 000 EUR

in

### ТОП Навыки

- IT · 9 лет
- Managementul Echipei · 7 лет
- B2B · 4 года
- Mentorat · 3 года
- Management de Proiect · 3 года
- Editing · 3 года

### Пожелания

- Полный день
- Гибкий график
- Свободный график
- Частичная занятость
- Гибрид (Дом/Офис)
- Удалённо

### Языки

- Румынский · Разговорный
- Русский · Свободно владею
- Английский · Свободно владею

### Водительское удостоверение

- Scheduled meetings with employees to address concerns and grievances.

- Conducted employee performance reviews and implemented corrective actions to increase productivity.

**Навыки:** Mentorat, Managementul Echipei, Sisteme de Control al Managementului, IT

### **Sourcer, HR generalist** · Sourcemultiplier ·

Кишинев

*Октябрь 2021 - Июнь 2023 · 1 год 9 месяцев*

- Identified the right fit candidates for the Client's Job Openings. Sourced for Candidates using LinkedIn Recruiter.

- Built Lists of Qualified Candidates.

- Organized calibration calls with the Clients.

- Passed best "Open to work" Candidates to Hiring managers of the Client.

- Clients included: Affirm, Rapid API, DataBricks, Metabase, RoLLer, Facta and more.

**Навыки:** B2B, Sourcing, Negotiating, HR, IT

### **Qualification team leader** · XOR · Кишинев

*Июль 2020 - Декабрь 2021 · 1 год 6 месяцев*

- Trained new team members using approved training materials and information.

- Qualified inbound marketing leads.

- Developed positive customer relationships through friendly greeting and excellent service. Addressed customer needs, responding to specific requests.

- Made an Initial presentation of the company's services. -

- Passed qualified leads to sales representatives. Increased company income to 30K monthly.

**Навыки:** B2B, Mentorat, Managementul Echipei, IT

### **Assistant to Sales Department Manager** · XOR ·

Кишинев

*Декабрь 2019 - Июль 2020 · 8 месяцев*

- Assisted in developing and implementing sales strategies to maximize profitability.

- Created and maintained detailed reports, including daily sales activity, customer profiles and monthly forecasts.

- Monitored the performance of sales representatives against established targets.

- Provided training and guidance to junior sales personnel.

- Conducted regular meetings with staff to review progress on goals and objectives.

- Ensured all customer inquiries were responded to promptly and efficiently.

- Generated leads through various channels such as cold-calling,

email campaigns, trade shows. Implemented new technologies that improve operational efficiency within the department.

Навыки: Mentorat, Managementul Echipei, Activități de Formare, HR, IT, B2B

**Sales department representative** · XOR · Кишинев

*Июнь 2019 - Декабрь 2019 · 6 месяцев*

Generating leads using LinkedIn and e-mail outreach.

Analyzed internal and external customer behaviors, trends and preferences to create outreach templates.

Monitored customer feedback and adjusted services accordingly.

Навыки: B2B, Lead Generation, IT

**Project assistant** · The Netherlands Institute for Multiparty Democracy · Кишинев

*Апрель 2018 - Декабрь 2018 · 8 месяцев*

- Assisted with coordination of daily activities for projects.

- Met schedule and deadlines by ensuring that work was completed efficiently.

- Facilitated communication between team members regarding project tasks and deadlines. Scheduled meetings, check-ins and appointments for team members and supervisors. Managed project calendars, adjusted timelines and adhered to deadlines.

Навыки: Managementul Evenimentelor

**Project Assistant** · Association of entrepreneurs “European abilities without limits” NGO · Кишинев

*Июль 2015 - Сентябрь 2017 · 2 года 3 месяца*

- Scheduled and coordinated meetings.

- Organized training courses.

- Produced electronic draft of reports and project files. - Managed with correspondence issues.

Навыки: Managementul Evenimentelor

**Customer Service Associate** · Omniscryptum Publishing Group · Кишинев

*Март 2014 - Май 2015 · 1 год 3 месяца*

- Assisted the Authors at their pre-publication or post-publication period at Yam Publishing, Sanctum Publishing, LAP Publishing and Palmarium Academic Publishing etc.

- Guided through The Publishing House and its Imprints and on-line working systems. Managing the orders at [www.morebooks.de](http://www.morebooks.de) shop and [www.ljubljuknigi.ru](http://www.ljubljuknigi.ru) Delivered fast, friendly and knowledgeable service for routine questions and service complaints.

- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Addressed inquiries, resolved customer issues and managed customer relations.

Навыки: Serviciul Clienti

**Acquisition Editor** · Omniscryptum Publishing Group  
· Кишинев

*Март 2011 - Март 2014 · 3 года 1 месяц*

- Searched for the authors of scientific works in different spheres of studies. Offered a publication within the Publishing House.
- Assisted the authors during the publication process.
- Provided editing, fact-checking and proofreading for various books.
- Increased book sales and monitored the market.

Навыки: Editing

**Web project Manager** · SmartTurn L.L.C. · Кишинев

*Сентябрь 2006 - Ноябрь 2009 · 3 года 3 месяца*

Developed and implemented project plans, timelines, and budgets to ensure successful delivery of web projects.  
Coordinated with internal teams, external vendors, and clients to ensure timely execution of all tasks related to web projects.  
Tasks distribution between designers and developers Maintained control to the work accomplishment

Навыки: Management de Proiect, Managementul echipei, IT

**Promoter's assistant, PR manager** · Harris Ghouse  
Music Promotions · Кишинев

*Март 2005 - Сентябрь 2006 · 1 год 7 месяцев*

Assisted the promoter in organizing shows and concerts.  
Assisted the artists during their stay in Moldova.  
Hotel bookings, advertising maintenance, Mass Media relations.

**Желаемая отрасль**

- Управление персоналом

**Образование: Высшее**

**Erickson Coaching International**

*Год окончания: 2022*

Факультет: Coaching

Специальность: Certified Coach

**ULIM**

*Год окончания: 2021*

Факультет: Psychology

Специальность: Psychology and Psychological counseling

**ULIM**

*Год окончания: 2009*

Факультет: Law

Специальность: International Law

**Курсы, тренинги****Coaching**

*Год окончания 2022*

Организатор: Erickson Coaching International

**Erickson Therapeutic Hypnosis**

Организатор: IGiSP