

COTIRLEA ALEXANDRU

Phone and PC Operator - Stefanini, Sibiu - Stefanini

Age 25 from Sibiu, not married - available Anytime

Contact details

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Professional objective

My objectives are: to improve my language skills, earn new experiences and knowledge.

Professional experience

Experience by departments

- IT Software : **1 year and 1 month**
- Client Service / Call Center: **2 years and 10 months**
- Administrative / Logistics: **5 months**
- Sales: **3 months**

Nov 2014 - present
1 year and 2 months

Phone and PC Operator - Stefanini, Sibiu - Stefanini
Sibiu | IT Software | Services

I have spent the past 6 months, gaining additional IT knowledge and I also improved my German and English language skills, team-work, productivity and troubleshooting skills in the IT department, I was also able to improve my personal skills such as patience and perseverance.

At my present workplace, I achieved a number of successes, including: having one of the biggest ticket volumes of my team, being able to multi-task and to switch between e-mail, chat and phone Support and also assisting in the new hires and helping them to understand the procedures by shadow coaching and mentoring. Creating Knowledge Base Articles to help agents resolve errors and issues occurring in different software.

Acquired skills and knowledge:

Internet Explorer, Lotus Notes, Microsoft Office, Windows 7, TeamViewer, deployment software, sap logon, cisco anyconnect, Cisco Jabber, Novellis Specific Software, SAP ESS, SCCM Remote Viewer

Oct 2013 - present
2 years and 3 months

Phone and PC Operator - CET Telemarketing GmbH
Sibiu | Client Service / Call Center | Call-Center / BPO

PC and phone operator for CET Telemarketing GmbH for City2City. The position I occupied presumed the activity of selling Tickets, booking reservations, re booking and cancellations in Navegalia Ticketing platform, as well as adding specific services for the trip. Also I was in charge of processing E-Mails from customers and answering on Forums. Also managing the logistic part, managing the clear routs and calculating secondary routs in case of heavy traffic, reconfiguration of routs so that the timetable would not be affected.

Acquired skills and knowledge:

Outlook, windows live mail, Microsoft Word, Microsoft Excell, Navegalia

Feb 2013 - Jan 2014
1 year

Operator PC and Phone Operator - Arvato AirBerlin
Sibiu | Client Service / Call Center | Call-Center / BPO

PC and phone operator for Arvato Air Berlin. The position I occupied presumed the activity of selling Tickets,

booking reservations, re booking and cancellations in Amadeus Ticketing platform, as well as adding specific services for the trip.

Acquired skills and knowledge:

Outlook, Microsoft Office, Amadeus Ticketing Platform, Different Programs used by the Company

Jul 2008 - Nov 2008

5 months

Operator Pc - Ceprocs

Sibiu | Administrative / Logistics | Auto / Automotive

Operator PC, keeping in touch with the customers of the Company through E-Mail conversations. Also I would create Flow Charts, Statistics and Charts for meeting in which I would present different information about the status of the sales and production. I was also in charge of keeping up the share server of all the PC's in the company. Also booking materials for the partners of the company using SAP as well as choosing the best providers choosing the best option where the purpose was to purchase goods and services at the best price/quality ratio for customers such as GM.

Jan 2007 - Apr 2007

4 months

Salesman - Telesale.SRL

Sibiu | Sales | Call-Center / BPO

Contacting by phone different Customers, especially doctors in order to persuade them into participating at surveys and conferences.

Acquired skills and knowledge:

Microsoft Office

Education

2015 - present

Master's degree - Lucian Blaga

Strategii si Politici de management si marketing ale firmei | Sibiu

2009 - 2014

College / Bachelor's degree - University "BABES-BOLYAI"

Literature | Cluj-Napoca

Faculty of Letters studying Chinese and German.

2006 - 2009

Highschool - Liceul Teoretic "Onisifor Ghibu"

Human Profile | Sibiu

Philology department with German as mother tongue.

Skills

General skills

Able to lead a team., Able to prioritize tasks., Able to work under a certain stress point., Experience in Call Center and sales domain., Positive thinking is an Attribute., Persona punctuala, Teamwork

Skills from work experience

Microsoft Office, Outlook, Amadeus Ticketing Platform, Different Programs used by the Company, windows live mail, Microsoft Word, Microsoft Excell, Navegalia, Internet Explorer, Lotus Notes, Windows 7, TeamViewer, deployment software, sap logon, cisco anyconnect, Cisco Jabber, Novellis Specific Software, SAP ESS, SCCM Remote Viewer

Foreign languages

German - Advanced, English - Advanced, Chinese - Beginner, French - Beginner

Other info

Certifications

Cambridge Certificate

period Jan 2009 - Jan 2009

Certificate of language skills.

Sprachdiplom C1

period Jan 2008 - Jan 2008

Certificate of language skills.

DELPH

period Jan 2007 - Jan 2007

Certificate of language skills.

Driving license

Category B

acquired on 19 Jan 2009

Desired job

Job type

Full time

Career level

MID-LEVEL

Desired salary

Unspecified

Desired city

Sibiu

Desired job's department

Procurement, Audit / Consulting,
Education / Training / Arta,
Merchandising , Advertising ,
Telecommunications , Printing /
Publishing, Translations ,
Transportation / Distribution, Tourism
/ Hotel staff

Desired industry

Education / Training, IT / Telecom,
Media / Internet, Advertising /
Marketing / PR, Tourism