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| |  | | --- | | SCARLATESCU CRISTINA  CUSTOMER ADVISOR - WEBHELP ROMANIA  Age 33 from Gornet-Cricov, married | |
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| Contact details |
| [krystyna\_aly@yahoo.com](mailto:krystyna_aly@yahoo.com)             0727125284    Village Gornet-Cricov 76A |
|  |
| Professional experience |
| |  |  | | --- | --- | | **Experience by departments** | * Banks : **4 years** * Customer Service / Call Center: **3 years and 10 months** * Transportation / Distribution: **3 months** | |
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| |  |  | | --- | --- | | **Jan 2015 - present**  2 years and 6 months | **Customer Advisor - Webhelp Romania**  Ploiesti | Customer Service / Call Center | Call-Center / BPO  Answer to clients’ questions and offer solutions to their problems. | |
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| |  |  | | --- | --- | | **Jul 2009 – Jul 2011**  2 years | **Financial Adviser - KIWI FINANCE**  Ploiesti | Banks | Financial / Banking | |
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| |  |  | | --- | --- | | **Sep 2008 - Dec 2008**  4 months | **Agent of Tourism - ATLASSIB**  Ploiesti | Transportation / Distribution | |
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| |  |  | | --- | --- | | **Aug 2006 - Sep 2008**  2 years and 2 months | **Exchange Agent - FOREX AMD**  Ploiesti | Banks | Financial / Banking | |
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| |  |  | | --- | --- | | **Mar 2005 - Jul 2006**  1 year and 5 months | **Bookbinder - PRESCOM**  Ploiesti | Client Service / Call Center | Call-Center / BPO | |
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| Education |
| |  |  | | --- | --- | | **2005 - 2008** | **College / Bachelor's degree - University "Spiru Haret"**  Faculty of Letters | Bucuresti  English French profile | |
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| |  |  | | --- | --- | | **1999 - 2003** | **High School - National College "Mihai Viteazul"**  Philology | Ploiesti | |
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| Skills |
| **General skills**  **Microsoft Word**    **Microsoft Excel - medium**    **Excellent interpersonal and communication skills** |
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| Foreign languages |
| English - Advanced , French - Advanced |
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| Other info |
| **Trainings**  Latino Dancer  acquired on Jun 2017  Studying salsa, bachata, kizomba, cha-cha  **Volunteering** |
| Antidrog County Center  period Jan 2001 - Sep 2004  Inform youth about risks of drugs consuming, organise contests about drugs information and how to avoid it |
|  |
| **Hobbies** |
| Reading, Walking, Origami |
|  |
| **Driving license**  Category B  acquired on 10 May 2006 |