



Rodica L. – Alter : 27

JUNIOR



**BPO PROJEKTLEITER
PROJEKTMANAGEMENT**

Abschluss

2003 : Bachelor's Degree in Romanian and French Philology. Faculty of Humanities. State University of Moldova.

Sprachkenntnisse

**Rumänisch : native speaker
Französisch and Russian: fluent
Englisch and Ukrainian: medium**



IT-SKILLS :

Betriebssysteme und Netzwerke	Windows
Datenbank-Managementssysteme	MS Access
Multimedia	Power Point, PDF
Grafik	Photoshop
Bürokommunikation	MS Office (Word, Excel, Powerpoint, Outlook, Internet Explorer)

 **BERUFLICHE ERFAHRUNG :**

Kunde	Zeitraum	Aufgabe	Tools
AZ Pneus	Since September 2009	<p>Project manager within 4 BPO projects: “Information research and qualification for a company in the press related field”. “Customer service management for a company operating in the tire industry (AZ Pneus)”. “Information and data management for a web recruitment company (People Centric)”. “Searching of contacts and setting up meetings for a company operating in the energy industry”.</p> <ul style="list-style-type: none"> ● Managing tasks and schedule. ● Coordinating the evolution of the projects. ● Communicating with the clients and reaching the objectives set by them. ● Following up the teams’ work. ● Following the quality procedures. ● Managing the projects’ resources. ● Recruiting collaborators. 	Management
Pentalog High Tech	Since September 2009	Supervising of the internal BPO Pentalog services: incoming calls handling and travel arrangements organization.	-
Pentalog	June 2008 - September 2009	<p>In charge of incoming calls handling and travel arrangements organization within Pentalog:</p> <ul style="list-style-type: none"> ● Management of the incoming calls. ● Client personalised welcome. ● Client handling. ● Handled salesmen’ agendas. ● Organized trips, booked flight tickets and accommodation. 	MS Office (Word, Excel, Powerpoint, Outlook, Internet Explorer)
AZ Pneus	December 2007 - Juin 2008	<p>Customer Assistance team member: Customer service for orders, product information etc.</p> <ul style="list-style-type: none"> ● In charge of Supplier Relationship Management and product delivery control, using the back-office order management system <p>Other team members: Diana B., Livia R. and Vasile D.</p>	MS Office (Word, Excel, Powerpoint, Outlook, Internet Explorer)
Judirec	December 2004 - December 2007	<p>Dept collection service manager, Call Center operator - consultant:</p> <ul style="list-style-type: none"> ● Projects and operators team management and trainings. ● Dept collection from companies and individuals ● Telemarketing and canvassing ● Data qualification ● Client support for Internet services – website link maintenance 	MS Access MS Excel

Kunde	Zeitraum	Aufgabe	Tools
Moldawische Firma	October 2004 - December 2007	Sales representative and consultant for the cosmetic products of the Swedish company Oriflame .	-
Hich School	August 2003 - December 2004	Teacher of Romanian within the „Tudor Vladimirescu” high school from Chisinau, Republic of Moldova.	-