



Tatiana M. – Alter : 25  
**TELEFONISTIN - CRM  
KOMMUNIKATIONS-TOOLS**

**JUNIOR**



**Abschluss**

**2008** : Bachelor's Degree in Classic and Modern Languages, French and English, Faculty of Modern Languages and Literature.

**Sprachkenntnisse**

**Rumänisch : native speaker  
Französisch and English: fluent**



**IT-SKILLS :**

<b>Betriebssysteme und Netzwerke</b>	Windows
<b>Multimedia</b>	PDF
<b>Grafik</b>	Photoshop
<b>Bürokommunikation</b>	MS Office (Word, Excel, Powerpoint, Outlook, Internet Explorer)

 **BERUFLICHE ERFAHRUNG :**

Kunde	Zeitraum	Aufgabe	Tools
People Centric	Since September 2009	<p><b>Team Leader</b> within a project for the management of a database.</p> <ul style="list-style-type: none"> <li>• <b>Monitoring</b> the project for the client.</li> <li>• <b>Communicating</b> with the client.</li> <li>• <b>Controlling</b> the work of team members.</li> <li>• <b>Managing</b> tasks and planning.</li> <li>• <b>Entering</b> CVs in an application.</li> <li>• <b>Finding</b> and <b>entering</b> business contacts.</li> <li>• <b>Identifying</b> personal email addresses.</li> <li>• <b>Managing</b> information entered in a database.</li> </ul> <p>Project Manager : Rodica L. Team size : 3 persons</p>	MS Office (Word, Excel, Powerpoint, Outlook, Internet Explorer)
Pressebeziehungen	Since April 2008	<p><b>Call center operator</b> for a company in the press related field that offers data bases and customized files.</p> <ul style="list-style-type: none"> <li>• <b>Carrying out</b> phoning and files processing.</li> <li>• <b>Asking</b> various information and <b>updating</b> existing data bases.</li> </ul> <p>Mission carried out within a 6 person team and under the direction of Rodica L.</p>	MS Excel
Moldawische Firma	October - December 2008	<p><b>Web Marketing Operator</b> within SMW International Company.</p> <ul style="list-style-type: none"> <li>• <b>Carried out</b> different translations from English to French and vice-versa.</li> <li>• <b>Searched</b> necessary information for websites creation.</li> </ul>	MS Office (Word, Excel, Powerpoint, Outlook, Internet Explorer)
Call Center	January - March 2008	<p><b>Call Center Agent</b> within the French and English Department of a Call Center.</p> <ul style="list-style-type: none"> <li>• <b>Organized</b> meetings with sales representatives.</li> <li>• <b>Processed</b> files.</li> <li>• <b>Carried out</b> clients prospecting.</li> </ul>	MS Excel
Translation Office	April - October 2007	<p><b>Translated</b> documents and technical information from French to Romanian, English to Romanian and vice versa.</p>	MS Office (Word, Excel, Powerpoint, Outlook, Internet Explorer)
Call Center	January - March 2007	<p><b>Call Center Agent</b> in the French Department of a Call Center.</p> <ul style="list-style-type: none"> <li>• <b>Processed</b> files and carried out <b>prospecting</b>.</li> <li>• Carried out <b>sales</b></li> </ul>	MS Excel