

Mocanu Mihaela Andreea

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PERSONAL PROFILE

I am a positive and sociable individual. I am highly motivated, hardworking, flexible and able to adapt well to changing situations. I work well under pressure and I am confident in meeting deadlines. I am customer oriented and always maintain a calm, professional attitude whilst also keeping business needs in mind. I am also pragmatic and able to apply my knowledge and learned strategies to solve difficult issues.

Employment History

Marketing Im Dialog Mid GmbH, Heidelberg, Germany- September 2017- Present

Customer Support Agent

- Call Travel Agencies and promote the services of our client (German Airline)
- Online investigation

Conectys Serv SRL, Bucharest, Romania- June 2015- March 2017

Web Content moderator

- Content Moderation: monitoring the obedience of the content moderation review guidelines by the reviewers
- Content Integrity: correct identification of suspicious boosting, fraud and vandalism instances by analysing our specialized filters and member / owner activity on the website
- Online Investigation
(Working for one of the largest Travel Website)

Conectys Serv SRL, Bucharest, Romania- July 2014- June 2015

Customer Support Specialist

- Answering customer emails and calls to help them use our client's website (my company offered multilingual outsourcing services for one of the largest accommodation bookings and other travel-related content websites).
- Explanation of the website's guidelines to the owners
- Amendment of the booking listings on the website in compliance with both the owners' requests and the website's guidelines (type of property, ratings, reviews, photos, maps)

- Verification of the faultlessness of the listings through online documentation
- Finding a resolution whenever owners' requests didn't comply with the website's content guidelines and communicating the amendments made due to the guideline breaches without annoying the owner.
- Verification of ownership changes documents, or documents attesting major renovations
- Management of escalations concerning requests that fell under other departments' responsibility
- Verification of the reviews statuses as follow-ups to hotels'/restaurants'/attractions' clients' inquiries
- Verification of the correct remuneration of the clients taking part in certain promotions
- Handling confidential information and adherence to established protocols
- Keeping accurate records of customer inquiries, interactions, and details of actions taken.
- Acting on tips from the clients of a restaurant/ hotel/attraction by making the correct amendments on certain listings
(Working for one of the largest Travel Website)

SC Online Translations SRL, Bucharest, Romania- July 2014- June 2015
Translator and Secretary Trainee

- English and Spanish translations – working both in office and remotely
- Online promotions of the company – working remotely
- Office Automation
- Paperwork Organisation

Language Skills

- Romanian (mother tongue)
- English (fluent)
- Spanish (fluent)
- German (intermediate)

Education

- **Master's degree in Foreign Languages and Literatures - The Culture and Language of the European Organizations** at University of Bucharest, Faculty of Foreign Languages and Literatures, English-Spanish, **2012 – 2014**
- **Master's degree in Foreign Languages** at University of Saragossa, Faculty of Philosophy and Letters, English-Spanish, **2012 – 2013**
- **Bachelor's Degree in Foreign Languages and Literatures -Translation and Interpretation** at University of Bucharest, Faculty of Foreign Languages and Literatures, Translators and Interpreters section, English-Spanish, **2009 – 2012**

- **Telc Certificate – German B2**

Technical skills

- Word processing applications (Microsoft Office Word, Microsoft Excel, Microsoft Powerpoint)
- Customer support tools (Zendesk, Salesforce, VCC)
- Social Media Applications (Facebook, Twitter, Instagram etc)

Organizational skills and competencies

- Strong organizational and interpersonal skills
- Detail oriented
- Multi-tasking
- Social media expert
- Excellent ability to work both independently and as part of a team

Social skills and competencies

- Highly motivated and dynamic individual
- Strong communication/interpersonal skills
- Self-control
- Excellent Conflict Resolution capabilities

Leisure interest

- Cycling, playing badminton, traveling, going out, reading, listening to music, going to the cinema