Constantin-Ionuț Trăistaru

Nationality:

CONTACT

europass

EDUCATION AND TRAINING

OCT 2021 – CURRENT Cluj-Napoca, Romania

PhD student Doctoral School of International Relations and Security Studies, Babeș-Bolyai University

Address Cluj-Napoca, Romania | **Website** https://hiphi.ubbcluj.ro/doctorat/RISS.html

OCT 2009 – JUL 2011 Cluj Napoca, Romania

Master of Arts Faculty of History and Philosophy, Babeș-Bolyai University

Address Cluj Napoca, Romania

OCT 2006 – JUL 2010 Cluj-Napoca, Romania

Bachelor of Arts Faculty of Economics and Business Management, Babeș-Bolyai University

Address Cluj-Napoca, Romania

OCT 2006 – JUL 2009 Cluj-Napoca, Romania

Bachelor of Arts, Faculty of History and Philosophy, Babeș-Bolyai University

Address Cluj-Napoca, Romania

WORK EXPERIENCE

AUG 2022 – CURRENT Cluj-Napoca, Romania

Project manager Amazon

- Implement standard operation procedures for team deliverables
- Coordinate teams through meetings and assure project completion
- Establish KPIs and define plans to improve the KPIs

APR 2018 – JUL 2022 Cluj-Napoca, Romania

Smart store Sales manager Orange Romania

- Coordinating and guiding the team (10 people) to reach the sales target
- Development and realization of projects at individual level, by organizing competitions meant to lead to increase sales at the regional level Merchandise management and good organization of the store
- Dealing with special situations and escalating customer complaints

OCT 2014 – MAR 2018 Cluj-Napoca, Romania

Smart store Sales Manager Orange Romania

- Coordinating and guiding the team (17 people) to reach the sales target
- Development and realization of projects at individual level, by organizing competitions meant to lead to increase sales at the regional level
- Dealing with special situations and escalating customer complaints Increasing the level of satisfaction of the store's customers, through various

OCT 2013 – SEP 2014 Oradea, Romania

Shop manager Orange Romania

- Coordinating and guiding the team (4 people) to reach the sales target
- Development and realization of projects at individual level, by organizing competitions meant to lead to increase sales at the regional level
- Increasing the level of satisfaction of the store's customers, through various methods - for example call accounts, surveys Orange internal control of processes, activities and the accuracy of their financial implications • Analysis of market dynamics in order to optimize opportunities in the local market

JUL 2012 – SEP 2013 Cluj-Napoca, Romania

Sales representative Orange Romania

- Customer support and advice Selling the company's services and products ensuring a personalized interaction and premium experience customer
- Advising clients in choosing the ideal solution. Providing solutions to problems reported by customers
- Promoting and selling Orange products, offers and services available for personalization customer buying experience

NOV 2008 – JUN 2012 Cluj-Napoca, Romania

Retention and Loyalty Assistant Orange Romania

- Promoting and selling Orange services over the phone
- Providing support to Orange customers upon termination of contracts
- Mass-marketing and convincing customers to extend subscriptions

NOV 2007 – OCT 2008 Cluj-Napoca, Romania

Customer care representative Orange Romania

- Answering telephone calls
- Identifying and solving the problems of the company's customers

LANGUAGE SKILLS

MOTHER TONGUE(S): Romanian

Other language(s):

English

Listening	Reading	Spoken production	Spoken interaction	Writing
C2	C2	C1	C1	C1

Spanish

Listening	Reading	Spoken production	Spoken interaction	Writing
B2	B2	B1	B1	B1

DIGITAL SKILLS

CRM systems (Customer Relationship Management) | Google Drive | Zoom | Microsoft Word | Outlook | Microsoft Office | Microsoft Powerpoint | Microsoft Excel | Facebook | Google Docs | Socia l Media