



# ANDREI LOREDANA

## EXPERIENCE

October 2021 - Current

**Export Sales Advisor Michelin Tyres** | Voluntari , Ilfov

- Communicated with customers to determine needs, provide recommendations and upsell services.
- Provided helpful, attentive sales support to generate positive customer feedback.
- Outlined product features and answered questions about delivery policies, service standards and other areas of interest.
- Adapted sales approach based on customer needs.
- Invested in understanding customers' needs to provide swift resolutions.
- Performed well in fast-paced environments with busy workload and tight deadlines.
- Attended training on new product launches and seasonal offers.
- Transformed product queries into sales.

## EDUCATION

2009

**Bachelor of Business Administration** | Commerce

Academia de Studii Economice, Bucharest, B

- [\[Degree\]](#) Graduate

## ACCOMPLISHMENTS

- Recognized by management for customer centric behaviors, leading to fruitful and stable relationships with partners.
- Streamlined workflow by consolidating lengthy processes and redundant documentation that resulted in more effective and timely completion of supply management and logistic tasks.

## CERTIFICATIONS

- May.2023 - February.2023 - Software Development Academy - Python from Scratch(311 hours)  
# Python #Software testing  
# Algorithms and data structure  
# GIT + command line basic  
# Design patterns and data structures  
# SQL databases - My SQL  
# Databases - programming  
# Introduction to HTTP  
# Frontend and backend technologies  
# Django framework  
Final project(my webpage): Personal portfolio website

## LANGUAGES

**English:** First Language

**French:**

A2

Elementary

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## SUMMARY

Energetic Sales Advisor with 12 years of sales background. Delivering exceptional customer service for enjoyable shopping experience. Proficient in communicating extensive knowledge of auto products. Able to stay calm and focused under pressure.

## SKILLS

- Task management
- Good team collaboration
- Time management
- Good communication and adaptability
- Good harmonizer
- Big picture thinking
- Analytical thinking