**Mihai Hiru**

**Pitesti, Romania | Email: hirumihai@yahoo.com |**

**Phone Number: +40755795503| Date of birth: 12.10.1997**

**Journalism graduate, passionate about technology, fluent in English required at every workplace I had. Determination, perseverance, and creativity contributed to my constant desire to develop professionally and personally achieving outstanding results individually or as an integrating part of a team.**

**Experience :**

**Sales Advisor**

**Flanco Pitesti - Romanian Language**

01.11.2023 - Present

* Advised customers in identifying their needs and offering suitable solutions.
* Efficiently managed customer relationships to ensure satisfaction.
* Promoted the company’s products and services professionally and persuasively.
* Prepared personalized offers based on customer requirements.
* Achieved sales targets set by the company.
* Actively participated in training sessions and professional development programs to enhance sales skills.
* Continuously monitored market trends and competitors to identify opportunities for sales growth.

**Qualifications: Sales and customer relationship management, Negotiation, and direct sales techniques, Proficiency in using the cash register and POS systems, Inventory and stock management, Effective communication, and client interaction.**

**Marketing Assistant & Customer Care Agent**

**AllkeyShop - English Language**

01.09.2021- 01.11.2023

* Identifying possible partners and creating specific profiles for the company’s database.
* Contacting possible partners for future digital marketing collaborations
* Establish a hierarchy according to the contacted persons’ popularity and availability.
* Reporting immediately new contacts added to the database and copywriting the introductory emails to them from the company to establish future collaborations.
* Availability to provide a full set of information regarding the services that the company provides to partners and clients.
* Punctuality and efficiency when it comes to solving any technical or financial issue that the partners or clients might encounter.
* Efficiency in responding in due time to their superiors, making sure the company’s targets are reached monthly.
* Solving all the tasks designated to them with punctuality and responsibility.

**Qualifications: Communication, Deskpro, Microsoft Outlook.**

**Customer support Agent**

**Telekom- Enel Project- Romanian language**

01.11.2020- 01.09.2021

* Obtained client information by answering emails.
* Interviewing clients, and providing a diagnosis for the issues they encountered.
* Determined eligibility by comparing client information to requirements.
* Established policies by entering client information.
* Informed clients by explaining procedures, answering questions, and providing information.
* Maintained communication equipment by reporting problems.
* Maintained and improved quality results by adhering to standards and guidelines, and recommending improved procedures.
* Accomplished keeping customers’ loyalty and the organization’s mission by completing related results as needed.

**Qualifications: CRM, Communication, Deskpro, Microsoft Outlook.**

**Call Center Agent**

**Valoris Center - Bitdefender project - English language**

1.02.2020- 1.11.2020

* Obtained client information by answering telephone calls, emails, and chat messages, interviewing clients, and verifying information.
* Determined eligibility by comparing client information to requirements.
* Established policies by entering client information; and confirming pricing.
* Informed clients by explaining procedures, answering questions, and providing information.
* Maintained communication equipment by reporting problems.
* Maintained and improved quality results by adhering to standards and guidelines, and recommending improved procedures.
* Updated job knowledge by studying new product descriptions, and participating in educational opportunities.
* Accomplished sales and organization mission by completing related results as needed.

**Qualifications: Cisco, CRM, Communication, Mediatel, Deskpro, Microsoft Outlook.**

**Receptionist**

**Kulturhaus Hostel**

1.09.2019-1.02.2020

* Made and maintained clear and accurate records of guest room bookings.
* Welcomed and greeted guests; registered and checked guests in.
* Issued room keys and directed guests to their rooms.
* Computed all guest billings, and accurately posted charges to guest rooms.

**Qualifications: Microsoft Word, Adobe Photoshop.**

**Video Editor**

**Arges TV**

15.12.2016-1.12.2017

* Operated computer editing systems and equipment used for video media and effects
* Established a clear understanding of the storyline and purpose of the video's creation
* Gathered and transferred all forms of media into editing software and ensured each was updated in the correct format.
* Edited video to include preselected music, interviews, sound clips, and other important aspects of the project.

**Qualifications: Adobe Premiere, Adobe Premiere Pro.**

**Creative Volunteering**

**Pitesti University**

1.11.2016-15.06.2019

* Scheduled management for events taking place in the University's headquarters.
* Organized facilities and details such as decor, entertainment, transportation, location, equipment, and promotional material.
* Specified staff requirements and coordinated their activities.

**Studies**

* 2016-2019 - The Faculty of Journalism, Pitesti University.
* 2012-2016 – National College "Vlaicu Voda", Curtea de Arges.
* 2016 - Advanced English language certificate.

**Skills and qualifications:**

* **Cisco**
* **CRM**
* **Mediatel**
* **Deskpro**
* **Cisco**
* **CRM**
* **Microsoft Outlook**
* **Microsoft Word**
* **Adobe Photoshop**
* **Adobe Premiere**
* **Adobe Premiere Pro**
* **Social Media**
* **Driver's license: B cat.**
* **Excellent communication skills in Romanian and English language.**
* **Excellent writing skills in Romanian and English language.**
* **Data entry**
* **Respecting deadlines**
* **Self-criticism**
* **Self-motivation**
* **Integrity**
* **Determination**
* **Perseverance**
* **Creativity**
* **People skills**