



DESPINA VILCU

ORDER TO CASH ANALYST

PROFILE

With a strong foundation in the casino industry, I bring a wealth of experience and expertise to the table.

My university education has equipped me with excellent communication skills, which I've honed through practical application in various roles.

Additionally, my proficiency in web design using Photoshop allows me to blend creativity with technical skills. My technical prowess includes expertise in JavaScript, Bootstrap 5, NodeJS, MongoDB, and React, enabling me to contribute effectively to web development projects. I take pride in being well-organized and laser-focused in my work, ensuring that every task is executed with precision and attention to details.

VOLUNTEER PROGRAMS

AIESEC ISTANBUL, TURKEY – WOMEN IN POWER (July 2019- September 2019)
Planned and delivered numerous activities and special events for organizations. Participated in meetings to discuss new opportunities. Coordinated and managed events and projects for "Women in Power".

EDUCATION

UNIVERSITY OF COMMUNICATION AND PUBLIC RELATIONS - SNSPA

October 2018 - June 2021

Studying communication and public relations has significantly enhanced my communication skills while equipping me with the ability to develop impactful marketing campaigns.

WORK EXPERIENCE

BRITISH AMERICAN TABACCO – Order to Cash Analyst

February 2024 – Present

My responsibilities included managing invoicing and billing procedures, resolving discrepancies or disputes, and coordinating with various departments to streamline workflows. Played a key role in monitoring accounts receivable, chasing outstanding payments, and maintaining accurate records to support financial reporting.

BROADWAY GAMING – Customer Support Specialist

June 2023 – February 2024

Provided expert assistance to players through three key channels: email, live chat, and phone calls. Contributed to fraud prevention procedures by meticulously verifying documents, maintaining the highest standards of security. Assisted the team with the Responsible Gaming procedures.

TECHNICAL SKILLS

HTML
CSS
JAVASCRIPT
REACT
MONGO DB
NODE JS
PHOTOSHOP

SOFT SKILLS

COMMUNICATION
ATTENTION TO DETAILS
TEAM WORK
CREATIVE THINKING
ADAPTABILITY
PROBLEM SOLVING
STRESS MANAGEMENT

CONTACT

PHONE NUMBER:
+40 737 286 542

EMAIL ADDRESS:
zziinnaaro@yahoo.com

DATE OF BIRTH

03.11.1999

WORK EXPERIENCE

888 – Customer Support Specialist

July 2022- June 2023

Taken an active role in training newcomers to our team. Provided expert assistance to players through three key channels: email, live chat, and phone calls. Contributed to fraud prevention procedures by meticulously verifying documents, maintaining the highest standards of security. Assisted the team with the Responsible Gaming procedures.

SKYWIND - Game Presenter

September 2021– July 2022

Created an immersive and enjoyable gaming environment. Taken an active role in training newcomers to our team. Adeptly managed the intricacies of 14 different games, showcasing expertise in classics like Poker, Roulette, and Blackjack, among others. My role demanded precision, quick thinking, and a commitment to upholding the highest standards of professionalism and customer service in the fast-paced world of online gaming.

EZUGI – Game Presenter

January 2020- September 2021

Created an immersive and enjoyable gaming environment. Adeptly managed the intricacies of 14 different games, showcasing expertise in classics like Poker, Roulette, and Blackjack, among others. My role demanded precision, quick thinking, and a commitment to upholding the highest standards of professionalism and customer service in the fast-paced world of online gaming.

CONCORD COMMUNICATION – Public Relations Agent

March 2019 – July 2019

Created marketing campaigns and monitored sources for industry trends.
Wrote press releases.
Organized business events.