



# RALUCA MIHALACHE

## MY BACKGROUND

I am a Linguistics graduate who is highly experienced in handling multinational clients and has a considerate interest in Marketing and Human Resources. I aim to provide excellent services.

## CONTACT ME.

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Pitesti

## WORK EXPERIENCE

### Tech Support (French)

*Stefanini EMEA | 2022*

- Troubleshooting software, hardware and network related issues: account unlock/password reset, Internet connectivity issues, emailing options etc.;
- Connected remotely to clients' computers in order to solve the issues easily;

### Customer Support (French)

*TELUS Romania | 2021*

- Handled calls and e-mails from customers on the Airbnb platform;
- Helped users with their booking inquiries and account management issues;

### Freelance Academic Writer

*UvoCorp | 2020-2021*

- Addressed clients' concerns and trained other writers;
- Edited and mentored employees' papers;

### Customer Service Rep (French)

*Conectys SRL | 2019-2020*

- Gathered the concerns of clients and forwarded materials to the apt team or department;
- Addressed basic customer concerns throughout the week;
- Solved payment issues and other transactions inquiries.

## ACADEMIC BACKGROUND

### Lucian Blaga University of Sibiu

*Master of Science in Business Management (2021-present)*

*Master of Arts in Communication - (2019-2021)*

*Bachelor of Arts in Communication - (2016-2019)*

### I.C. Brătianu National College Pitesti

*Philology graduate - (2012-2016)*

## CORE SKILLS

- Filing and Organizing
- Excellent Listening Skills
- Leadership Abilities
- Problem Solving Abilities
- Data Analysis
- Computer Skills
- Proficient French and English speaker