



# ALINA CRISTIANA TUDOR

## PERSONAL

Flat 39, Wolsey Court,  
41 Westbridge Road,  
SW11 3PU

07454558915

alina\_tca@yahoo.com

## SKILLS

### TOOLS USE

- Microsoft Office Pack
- Photoshop
- Illustrator
- Open Cart
- Basic knowledge of HTML

### LANGUAGES

- English | Fluent
- Italian | Intermediate
- Spanish | Intermediate
- Romanian | Mother language

## PROFILE

A highly motivated and experienced customer service advisor with 5 years experience across a variety of customer support departments. Focused on providing first class customer experience and resolving any queries or issues that may arise. An excellent telephone manner and enthusiastic approach, combined with a genuine warmth and dedication to customer satisfaction.

## WORK EXPERIENCE

### WEBPRO IT (London)

IT HELPDESK ANALYST | MAY 2020 - APRIL 2022

- Offering customer support to all clients
- Fixing issues related to websites, emails and DNS
- Installing SSL Certificates
- Documenting all processes

### TOPSHOP (Knightsbridge)

SALES ASSISTANT | OCTOBER 2018 - MAY 2020

- Delivering high level customer service;
- Exceptional knowledge of store products;
- Responsible for replenishing stock sold the previous day and make sure the store is appealing;
- Operate deliveries;
- Merchandising stock according with reports and trends.

**Key Achievements:** I got recognition for a new way of doing replenish and how I organise the stockroom.

### H&M (Westfield White City and Brent Cross)

SALES ASSISTANT | APRIL 2016 - AUGUST 2018

- Exceed customer expectation and queries by excellent customer service;
- Replenishing from stockroom the merchandise we sold the previous day;
- Cashier; handling payments and refunds of the customers;
- Ensure the shop floor is clean, tidy and attractive for customers.

**Key Achievements:** Becoming a Team Leader in a new store

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## **BRANDSMARKET S.R.L (Bucharest, Romania)**

CONTENT CREATOR | FEBRUARY 2015 - MAY 2016

- Producing web content for different products, both in Romanian and English;
- Creating marketing advertising in Adobe software;
- Operating systems like OpenCart and WordPress;
- High-level customer service over the phone.

**Key Achievements:** Learning basic skills in HTML, Adobe Photoshop and Illustrator, excellent skills in Microsoft 365

## **S.C CEBO-POINT S.R.L, (Bucharest, Romania)**

ASSISTANT SALES MANAGER | JANUARY 2014 - SEPTEMBER 2015

- Advertising and managing all social media account for both websites;
- Managing stock levels, making key decisions about stock control and resolves order and inventory problems by investigating data and history;
- Admin, secretarial and accounting duties;
- Create website content for the two websites and make sure are well administrated;
- Keeping in touch with customers and suppliers by high-level customer service;
- Lead a small 3-person team;

**Key Achievements:** Developed my managerial, problem solving and organisational skills and learnt how to be customer orientated.

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## EDUCATION

### **Mont Rose College Business Management, London (United Kingdom)**

HND Hospitality and Management | 2018-2020

### **Hermes Economic High School, Bucharest (Romania)**

Technician in Economic Activities | 2007-2011