

Prafan Adriana

Customer Support Manager - Bucharest, Romania

W: <http://www.worky.com/prafan-adriana>

I'm a 28 years old Romanian girl and my main goal is to find a job which showcases best my native skills and my knowledge in order to add value to the company. I am keen on challenges so I am eager to get greater responsibilities which I am sure I can successfully fulfill. I am a hardworking, self-motivated and ambitious person. I feel just as comfortable when working on my own as when being part of a team. I am a good organizer, with a strong analytical thinking.

Prafan Adriana's Professional Experience

2010 - Present

BetBrain Software - Customer Support Manager

- Recruiting, training, monitoring and motivating staff
- Preparing and documenting department procedures, writing manuals, creating different reports, etc.
- Identifying process improvements to increase efficiencies and streamline processes
- Acting as a liaison with the other departments when addressing complex issues.
- Handling escalated questions and complaints

Key Skills

Acting, Reports

2009 - 2010

BetBrain EveryMatrix Group - Customer Support Manager

- offer support to our clients, by email and live chat
- report to the technical team any problems communicated by the clients
- do settlement of bets
- supervise certain areas of the system: odds updates, live betting, markets offered for betting.

2008 - 2009

BetBrain Software - Customer Supporter

- providing customer support
- handling user payments
- monitoring the website for errors and reporting them to the technical teams
- betting and betting related activities

After one and a half year, i was promoted as Head of the Customer Support Department.

Prafan Adriana's Education and Qualifications

2007

Bachelor/Degree - English - Romanian Specialization

Hyperion University, Bucharest

Prafan Adriana's Additional Information

Languages

Romanian - Fluent

English - Fluent

Interests

The betting industry, reading, theater, traveling, cycling
