

Zinaida

Personal Assistant



Personal Information

Birthdate	1986
Zodiac sign	Cancer
Nationality	— Romania
Marital status, own children	Married, has a child
Place of Birth	USSR
Location	France, Nice
Driving License	Yes
Sports	— Gym — Outdoor activities
Hobbies	— Travelling — Learning languages
About myself	Zinaida has six years of experience as a personal assistant for executives and their families. She also has related experience as a supervisor and call center manager. She works well in multitasking mode, is punctual, and takes her work seriously. As an assistant, she has performed such tasks as conducting business communications with partners, managing document flow, searching for and selecting domestic staff, organizing meetings and trips, preparing visas and related documents, and handling procurement.

Education

2005 - 2008	Economics and Finance (Bachelor degree), , Moldova State University,
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Certificates

Other Certificates	March 2013 World Class Customer Service Belding Group Canada, Chisinau, Moldova November 2011 Essentials of Management SIA Group, Istanbul, Turkey
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Working experience

2021 - 2025

France, Cannes.

Service Desk Supervisor / Team Lead

Smart CIC Global Services

My role includes

- Managed escalations effectively, resolving complex technical issues promptly and professionally.
- Supervised daily operations of service desk ensuring timely issue resolution and customer satisfaction.
- Led team in implementing process improvements, enhancing workflow efficiency and response times.
- Developed performance metrics to assess team productivity and identify areas for training opportunities.

September 2017 - November 2020

Monaco.

Personal Assistant

Family office

My role includes

- Managed daily scheduling and calendar coordination for Principal, optimizing time management and appointment efficiency.
- Facilitated communication between staff, parents, and stakeholders, ensuring timely information dissemination and response.
- Coordinated travel arrangements, including itineraries and accommodations, enhancing logistical efficiency.
- Provided research assistance on various projects, leading to informed decisions based on accurate information

August 2014 - July 2016

Luxembourg.

Personal Assistant

Belleville Management

My role includes

- Assisted in preparing reports and presentations, ensuring accuracy and consistency in data representation.
- Participated in cross-functional teams working on company-wide initiatives that aligned with organizational goals and priorities.
- Coordinated schedules for executive meetings, ensuring all logistics aligned with priorities.
- Managed communications between departments, streamlining information flow

and enhancing collaboration.

April 2010 - July 2014

Moldova, Kishinev.

Head of Customer Solutions Unit

IM "Moldcell" SA – Telecommunication company

My role includes

- Managed a team of 5 members and monitored the performance against KPIs, identifying opportunities for continuous improvement in service delivery.
- Resolved problems, improved operations, and provided exceptional service.
- Led resolution initiatives to enhance customer satisfaction and retention rates.
- Mentored junior staff on conflict resolution techniques, fostering a collaborative team environment.

November 2008 - April 2010

Moldova.

Head of Call Center Unit

Moldcell SA

My role includes

- Led team of 20+ agents to enhance customer satisfaction through effective training programs.
- Implemented quality assurance measures to improve call handling processes and reduce average handling time.
- Streamlined scheduling processes, optimizing workforce allocation for peak operational efficiency.

Health

Smoker

No

Additional information

Russian

Native

English

C2 - Fluent

French

C2 - Fluent

Personal characteristics

Responsible, punctual, reliable, active, positive, qualified, experienced

Key skills

Ability to adapt to all kind of situations quickly. Ability to work using your own initiative, taking on extra responsibility. Excellent communication and people skills at all levels. Russian family experience

ID

20734

Excellent references available on request