



MIHAELA OPRIA

Age 23 from Bucuresti, not married

Contact details

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Address: Sector 4

Professional experience

Experience by departments

Human resources : **7 months**

Other : **1 year and 7 months**

Apr 2020 - Oct 2020

7 months

sale & recruitment officer - AG recruitment and management

Bucharest | Human resources | Agriculture

- o taking calls and providing information for available jobs
- o holding interviews with candidates
- o creating contracts
- o archiving documents

Sep 2018 - Dec 2019

1 year and 4 months

warehouse operative - Amazon UK

ABROAD | Other | Commerce / Retail

- o proxy leader activities
- o training the new employees
- o problem solver for stow department
- o receiving and storing goods following Amazon's internal processes and procedures
- o solving trouble tickets with customer complaints
- o helping other departments
- o using Office programs (Excel, Outlook, Acces)

Aug 2017 - Oct 2017

3 months

call center operator - Emag

Bucharest | Other | Call-Center / BPO

- o listening, understanding and offering a resonable solution through the phone
- o analyzing customer requirements and offering consulting on products characteristics and sales conditions
- o providing information about emag offerts, product availability, alternative products, promotional offers

Education

2015 - 2018

Bachelor's degree - The Bucharest Academy of Economic Studies

Faculty of administration and public management | Bucharest

2011 - 2015

High School / Vocational school - "Dumitru Moțoc" high school of tourism and public alimentation

Tourism | Galati

Skills

General skills

Microsoft Office, Microsoft Word, Microsoft Outlook, CSS - beginner, HTML - nivel incepator, Microsoft Excel

Foreign languages

English - Medium

Other info

Driving license

Category B

acquired on 26 Jul 2017