

Abi Serban

Native German speaker



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in abiserban

EDUCATION

TA BILDUNGSZENTRUM

GDPR DATA PROTECTION OFFICER
2018

RECKENBERG COLLEGE GÜTERSLOH

STATE CERTIFIED CUSTOMER SERVICE
ASSISTANT 2016 - 2017

ASH GÜTERSLOH

VOCATIONAL TRAINING AND SOFT SKILLS FOR
CUSTOMER SERVICE
2013 - 2015

LANGUAGES

Romanian - (Native)

English - (Advanced)

German - (Native)

VOLUNTEER WORK AND INTERESTS

Romanian - German - English Translator

Official translator of District town Gütersloh

- Public translations of events
- Management of mass information projects for foreign citizens
- Establishing projects to improve the integration of foreign citizens

RELEVANT SKILLS

- Ability to build relationships
- Business Communication & Soft Skills
- Creative mindset
- Inspiring trust and confidence.
- WebDesign and Marketing Specialist
- Graphic Design
- Music composer

PROFILE

Energetic and motivated personality with charmant attitude towards customers, closing deals in a meticulous manner is my pathway to success. Having always worked in business projects with successful business people, I have thoroughly developed excellent communications skills as well as soft skills, which today define my qualities and expertise across any industry.

WORK EXPERIENCE

Case Management & Consulting

since 2022

Customer Care Manager

Customer Services for Medical Insurance Companies such as AOK Germany.

Technical support for Credits and Financing products by Deutsche Bank, Volksbank, Signal Iduna and Barmenia.

Sparkasse Bank - S-Markt und Mehrwert

2019 - 2022

Service Desk Agent L2

Troubleshooting and consulting for online banking in all regions of Germany.

Bank transfers ordered by customers directly by phone, managing and protecting personal data.

Applying emergency measures to block accounts that have been compromised, informing the client and solving the security problem.

MGM Trade and Brokerage, Schloß Holte, Germany 2017 - 2019

Key Account Manager

Establishing and executing Business Meetings, building and managing a team of seven members wich was responsible for negotiations and marketing strategies, generating in 2018 revenues over 2M €. I have also interviewed and hired employees, raising company standards and maintaining a very good climate among employees.

I maintained and strengthened through telephone calls the relations between the accounting and financial institutions of the companies in order to work as quickly as possible in the interest of the companies.

Gütersloh Town Hall - Gütersloh, Germany

2016 - 2022

German - English - Translator (Side job)

Translations of documents, planning meetings, solving and managing social cases, helping citizens to integrate, clarifying the educational situations of disadvantaged families, and responding to the needs of citizens through verbal translations.

Translations for the german police and courts of law.