

ADELINA CIMPAN

Junior Front-end Developer

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Cluj Napoca, Romania



EXPERIENCE

Quality Assurance Analyst

Sykes Enterprises Eastern Europe

06/2019 - Ongoing Cluj Napoca, Romania

I've been promoted to the position of Quality Assurance Analyst in June 2019.

The role implied that I was:

- Responsible of a team of CSR agents which I had to coach in order to achieve the goals settled in the feedback sessions with an action plan.
- Supervise the work of customer support employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems. This was done by monitoring their calls /chats/emails on a weekly basis.
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Discuss job performance problems with employees to identify causes and issues and to work on resolving problems.
- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.
- This role helped me learn how to work as a team and what is the impact of one's results towards the team.
- I have also acquired how to face deadlines and achieve the client's requirements.

Customer Support Representative

Sykes Enterprises Eastern Europe

2018 - 2019 Cluj Napoca, Romania

Sykes is a company who provides business process outsourcing (BPO) services, IT consulting, and IT-enabled services, such as technical support and customer service.

During the time I was a customer support representative agent I had to:

- Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
- Promote company products, services, and savings plans when appropriate.
- Resolve customer complaints or answer customers' questions regarding policies and procedures.
- Assist customers who were facing technical issues with their products via chat, email and phone.
- This role helped me develop my soft skills, technical skills and deal with KPI's that the client was demanding.

SUMMARY

Hello! My name is Adelina and at the moment I'm a rookie in front end development. I'm a friendly, team-working person eager to learn more and gain experience in the industry. I'm looking forward in expanding my knowledge and perfect my skills.

EDUCATION

Front-end development Javascript

The Informal School of IT

05/2020 - 10/2020

- I've learned Web Development concepts such as
 - HTML5
 - CSS3(How to build a responsive website)
 - Javascript(ECMAScript6) (OOP concepts, variables, primitive types, AJAX, API, functions, hoisting, DOM).
 - GitHub(basic principles and commands)
 - React- Final team project with the following functionalities
 - add/edit/remove movie(using CRUD operations)
 - advanced search(search movie by genre, title, year etc)
 - login/register function
 - pagination
- The project can be found on my GitHub page.

GPA

4.0 / 4.0

INDUSTRY EXPERTISE

Customer Relationships



Javascript



HTML



CSS



React



LANGUAGES

English

Proficient



Romanian

Native



Italian

Intermediate



EDUCATION

Technical
Dentistry

University of Medicine
and Pharmacy, Iuliu-
Hatieganu Cluj Napoca

10/2015 - 09/2018

GPA

4.0 / 4.0

English bilingual
profile

A.T Laurian National
College

09/2011 - 06/2015

GPA

4.0 / 4.0

- Acquired Cambridge English Level 2 Certificate in ESOL International(Advanced)
- Acquired ECDL Core Certificate

FIND ME ONLINE

 LinkedIn

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