



MURESAN ADNANA

Assistant Trainer - NewTech Academy

From Brasov

Contact details

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About me

I am a passionate professional with 10 years of experience in Customer Service.

Very ambitious and achievement-oriented, possessing the ability to manage and tackle tough assignments, while also adopting a participative, organized and structured leadership approach in managing the projects.

In 2020 I have decided to return to an old passion and that is: learn to code.

I attended the "Basic Web Development" course at Tech Adviser Academy from Brasov where I learned HTML, CSS, Bootstrap and JavaScript.

Also, I finished a 10 months "Full Stack Developer" course at New Tech Academy where I improved the skills that I mentioned above plus added Angular, NodeJS, MongoDB.

I am very motivated and dedicated to learning more and working in a team that shares my passion.

Github portfolio: <https://github.com/AdnanaM/Projects-Portfolio>

Professional experience

Experience by departments

IT Software : **7 months**

Client Service / Call Center: **11 years and 6 months**

Jul 2022 - present
7 months

Assistant Trainer - NewTech Academy

Remote (from home) | IT Software | IT / Telecom

Teaching students Html, Css, Javascript, Node Js and Angular.

Aug 2016 - present
6 years and 6 months

Trainer - Evalue International S.A

Brasov | Client Service / Call Center | Call-Center / BPO

- Designing appropriate training as needed.
- Organizing & conducting training sessions as needed.
- Creating & conducting certification for learners. Providing feedback and coaching as part of the learning experience.

Jan 2018 - Mar 2019

1 year and 3 months

Training&Quality Coordinator - Evalue International S.A

Brasov | Client Service / Call Center | Call-Center / BPO

- Creating training programs for all departments of the company
- Training new hires on company policies and procedures and use the best training methods for a specific purpose or audience.
 - Gathering and evaluating information from employees and management on previous training to identify weaknesses and areas that need additional training.
 - Attending seminars and meetings to learn new training methods and techniques and use the knowledge to prepare and coordinate future training sessions.
 - Recruiting and training new Trainers, delegating training tasks to the new Trainers and evaluating performance.

Aug 2015 - Aug 2016

1 year and 1 month

Team Leader - Evalue International S.A

Brasov | Client Service / Call Center | Call-Center / BPO

- Managing the day-to-day activities of the team.
- Motivating the team to achieve organizational goals.
 - Developing and implementing a timeline to achieve targets.
 - Delegating tasks to team members.
 - Conducting training of team members to maximize their potential.
 - Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
 - Conducting quarterly performance reviews.

Jan 2011 - Dec 2014

4 years

Customer Support Agent - CGS Romania

Brasov | Client Service / Call Center | Call-Center / BPO

- Answering phones from customers professionally and responding to customer inquiries and complaints.
- Researching required information using available resources.
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.

Education

2013 - 2016

Bachelor's degree - Universitatea Dimitrie Cantemir

Facultatea de Relatii Economice Internationale | Brasov

2007 - 2011

Grup Scolar Constantin Brancusi

Turism si alimentatie publica

Skills

General skills

Leadership., microso office, microsoft excel, analytical skills, team-player, Public speaking, responsibility, Proactivity, Time management, HTML, CSS, Bootstrap, JavaScript, nodejs, php beginner, mongo db, mongoose, git/github, postman, heroku, MySQL, typescript, angular js

Foreign languages

english - Intermediate, spanish - Intermediate, italian - Beginner

Other info

Certifications

Full Stack Developer Course - New Tech Academy

acquired on Jul 2022

Skills that I learned:

- HTML, CSS
- JavaScript
- Ajax
- Angular JS
- Node JS
- SQL
- UI/UX
- Typescript
- MongoDB

Scholarship IT - Generatia Tech&Brasov City Hall

acquired on Sep 2021

Skills that i learned:

- PHP (basic)
- WordPress (basic)

Web Development Course - Tech Adviser Brasov

acquired on Jul 2021

Skills that i learned:

- HTML
- CSS
- Bootstrap
- JavaScript

Trainings

Leadership

period May 2021 - May 2021

Time Management

period Oct 2018 - Oct 2018

Feedback&Coaching

period Mar 2018 - Mar 2018

Inteligenta Emotionala

period Nov 2017 - Nov 2017