

## Contactați

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## Certifications

Oracle Cloud Infrastructure  
Foundations 2020 Certified  
Associate

Oracle B2B Service 2020 Certified  
Implementation Specialist

# Alexandra Moise

Technical Support  
România

## Experiență

Oracle  
Technical Cloud Support  
iunie 2019 - Present (2 ani 5 luni)  
România

Provide technical support to our Cloud customers. Talk with customers or development team in order to progress on tasks.

My tasks involve:

- Troubleshooting in SaaS/Cloud environments
- Testing the reported scenarios from customer
- Log reading and analyzing
- SQL querying
- Working with SOAP/REST Web services models
- Report software bugs and be an advocate for product improvement

### Cegedim Service Center (Romania)

IT Consultant  
august 2018 - iunie 2019 (11 luni)  
Bucuresti

Consultancy and technical parameters payroll program Teams

Working in a customised Javascript's library and a customised debugger.

As a payroll analyst I verify erroneous employee's folders. At the demand of customers we evolve the current environment of payroll, creating new payment fields or modifying the existent fields in order to change their behavior.

I have analysed functional (French payroll) and technical (configuration and JavaScript) aspects of "Teams" (HR Software)

### Devmind

Java Developer Trainee  
noiembrie 2018 - ianuarie 2019 (3 luni)  
Bucharest, Romania

Reusing Classes  
Polymorphism

Interfaces  
Inner Classes  
Error Handling with Exceptions  
Strings  
Generics  
Arrays  
I/O  
Concurrency

Skills that I have got:

- Object Oriented Programming in Java
- Good understanding of programming fundamentals
- Using and implementing data structures
- Debugging

Assessments:

- Quizzes and homework
- Individual projects
- Practical and theoretical exams

Following this training helped me to understand better data structures and made me to pay attention to the design of Collections API. The time passed during this training was a joy.

## ADP

### Technical Support Analyst

decembrie 2015 - august 2018 (2 ani 9 luni)

Analyse of cases with People Soft - level 1. Working with MySQL in order to improve the analyse.

Basic analyse of People Code in Application Designer, based on the errors occurred at client level.

Complete tasks efficiently and in a timely manner.

Provide functional service on People Soft, maintaining the correspondence of the employee's situation between HR and Pay.

Exchange with different departments in order to solve different cases.

Update on distinct tables needed for the Pay.

Exchange with clients by mail and phone.

Plan and execute pay activities.

Create simple queries and extractions.

Document business processes and requirements.

## Webhelp

### Consilier Client

decembrie 2012 - septembrie 2015 (2 ani 10 luni)

Customer advisor concerning telecommunication services (Internet, television and phone).

Working by chat or Tweeter, managing incoming requests.

Provide product/services information and resolve any emerging problems of level 1, that customers might face, with accuracy and efficiency.

Follow communication procedures, guidelines and policies in order to resolve different situations.

Escalade to level 2 if necessary.

Ensure great service, respond efficiently to customer inquiries and maintain high customer satisfaction, being closer to their issues.

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