

Mr. Alex Buzea

Personal Details

Address: Cardiff, UK

Email: alex.buzea.dev@gmail.com

Linkedin: <https://www.linkedin.com/in/alexbuzea/>

Driving Licence: Full UK licence

Profile

A diligent and enthusiastic IT Professional with more than 10 years experience in Customer Service. With a passion for technology and eagerness to absorb as much knowledge and experience in the IT industry, I am currently seeking to progress to a web developer role.

Key Skills

Web Development

- **HTML, CSS & Javascript**
- **Introduction to Web Development** – University of California, Coursera - Dec 2019- Jan 2020
- **Computational Thinking for Problem Solving** – University of Pennsylvania, Coursera – May 2021
- **The Web Developer Bootcamp 2022** – Udemy, Colt Steele – May 2022 - Present

Microsoft

- **Become an IT Support Technician** – LinkedIn Learning, Dec 2020 – March 2021

MacOS

- **macOS Big Sur Essential Training** – LinkedIn Learning, October 2022
- **Learning Mac OS X Troubleshooting** – LinkedIn Learning, July 2021
- **macOS Sierra for IT Administrators** – LinkedIn Learning, April 2021

Linux

- Basic knowledge about Red Hat based distributions such as Fedora and Debian based (mostly Ubuntu based) from personal use and Virtual Machines.

Employment History

Tech Support Adviser

Cardiff

Which?

May 2021 – Present

- Providing tech support on a range of issues revolving around PC's (Windows, Mac, Chromebook, Linux), smartphones, tablets, smart technology, printers, network devices, Smart TVs

Business Travel Consultant/Founder

Cardiff

Sigma Travel Management

August 2019 – May 2021

- Managing accommodation, travel and events services
- Coordinating social media & marketing
- Budget planning and sales forecasting
- Establish and maintain key client relationships
- Driving the sales strategy of specialist service areas

Conference & Groups Consultant

Clarity Travel

Manchester

December 2018 - July 2019

- Source and secure events and process group accommodation reservations of 10 or more bedrooms
- Negotiate and proofread contract terms and conditions
- Convert general enquiries into actual bookings utilising all the tools and technology available

Client Services Coordinator

Marketing Manchester

Manchester

April 2015 – September 2018

- Providing as required a venue location service, accommodation booking service, support with bid development and marketing
- Contributing to social media platforms to promote Manchester as a leading destination
- Negotiating rates, allocations and contracts with hotels and building rapport with them
- Creating booking websites with the help of a basic CMS system called Groupmax where the negotiated rooms would be populated for delegates to book
- Undertaking a range of other administrative work including raising invoices, dealing with post, maintaining and managing systems such as CRM, Groupmax, Gratis (Venue Directory) and various spreadsheets, delivering maps to venues, producing reports for management, reading diary presentations, training new starters etc.

General Services

Castlefield Hotel

Manchester

December 2014 – April 2015

- Worked front of the house in the restaurant, bar & reception as needed

Customer Service (temporary Christmas position)

JD Williams

Manchester

October 2014-December 2014

Visitor Experience Coordinator

Visit Birmingham

Birmingham

June 2013- May 2014

- Provided first line support within the city centre, airport and head office
- Successfully promoted the city through hosting welcome desks at conferences within the city
- Assisted visitors with information on Birmingham and the region
- Organised complex itineraries, booked accommodation and travel tickets based on individual requirements
- Worked to targets and led the sales in terms of bookings
- Worked as part of a successful team and acted as a duty manager as and when required
- Undertook translation work when required
- Contributed to the social media platform

Additional Experience (Voluntary)

Scouts Leader

The Scout Association

Manchester

November 2016 - April 2017

- Helping out with children activities ages 10-14 year olds

Education

2:1 BA (Hons) Tourism Management

University of Birmingham

October 2010- June 2013

Interests and Activities

Outdoor sports, swimming, basketball, tennis, guitar playing, video games, travelling, chess

References available on request