

PERSONAL INFORMATION

Alexandru Dumitru



 Bucharest (Romania)

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 www.linkedin.com/in/alexandrudumitru94

 <https://alexandrudumitru94.github.io/Portfolio/>

Sex Male | Date of birth 16 Mar 1994 | Nationality Romanian

PREFERRED JOBS

Junior Front End Developer (JavaScript) / ICT Help Desk Agent with English and Spanish

WORK EXPERIENCE

14 Oct 2019 – 12 May 2020

Data Operator / Customer Service Spanish

Rei Development Services / Bucharest, Romania

Casino777.es since October

Bet777.es since March

Activities:

Attending customer queries

Data Operator

Error Escalation

24 Apr 2018–6 Sep 2019

ICT Help Desk Agent

Indra IT Solutions, Madrid (Spain)

In the specified time period I worked for 2 Projects: Goldcar and Cepsa

Activities:

Operating System and Project specific Software troubleshooting.

Active Directory, SAP, Windows, Malware, Networking, etc.

Solving known, usual problems and searching for the solution of newer ones.

Various Online Ticketing Systems: Service Now, SysAid, Remedy.

9 Apr 2016–4 Jun 2016

ICT Help Desk Agent

Cesus, Madrid (Spain)

Helpdesk Traineeship

14 Oct 2013–19 Jun 2019

Football Referee

Federación Madrileña de Fútbol, Madrid (Spain)

Averaging 5 to 8 games of 7 and 11 player football each weekend from October until the end of the season, in June.

EDUCATION AND TRAINING

14 Aug 2015–19 Jun 2016

Auxiliar Technician MicroSystems and Networking

IES Francisco de Quevedo, Madrid (Spain)

PERSONAL SKILLS

Native Language Romanian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Spanish	C2	C2	C2	C2	C2

Communication skills Very good communication directed at difficult clients learned through various years from being a referee and Customer Service / Help Desk.

Digital skills

SELF-ASSESSMENT		
HTML	CSS	JavaScript (Responsive, Git, NPM, API)

Other skills Enthusiastic, Team-Working people person. I love finding solutions to complex problems that require my complete attention. Also, I never want to stop learning.