

## PERSONAL INFORMATION

## Alexandru Dumitru



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

## PREFERRED JOB

## ICT Help Desk Agent with English and Spanish

## WORK EXPERIENCE

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

**as a Customer Service External Help Desk Agent**

Activities:

Operating System and Project specific Software troubleshooting.

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

Solving known, usual problems and Researching for new 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)

From 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 oriented Help Desk.

**Digital skills**

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Independent user	Independent user	Proficient user

Digital skills - Self-assessment grid

**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.