

**Alexandru Babaian**

**IT Support Analyst | iSellMore SFA Solutions**  
Remote

**Contact Information**

* **Email:** alex.babaian2008@gmail.com
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* **Location:** Constanta, Romania

**Professional Summary**

IT Specialist with extensive experience in technical support for clients and digital solutions. Expert in problem diagnosis, software and hardware configuration and maintenance, as well as client training for IT product usage.

**Core Competencies:**

* **Technical Support:** IT problem diagnosis and resolution, ensuring excellent customer experience
* **Tools:** Office 365, Remote Desktop, VPN, Microsoft Exchange, Atlassian Jira, Binotel, Monday CRM, Microsoft Teams, OLAP
* **Software Testing:** Experience testing applications on Android and iOS platforms
* **Networking & VPN Configuration:** Solid knowledge in networks and VPN network configuration
* **Web Development:** Basic knowledge in web development and website management
* **Digital Marketing:** Social media platform management skills (Facebook, Instagram, TikTok) and automation tools like ChatBot and ChatGPT
* **Volunteer Work:** Active involvement in supporting Ukraine

**Languages**

* **Romanian:** Fluent (Native)
* **Ukrainian:** Fluent
* **Russian:** Fluent
* **French:** Advanced
* **English:** Intermediate

**Professional Experience**

**Technical Support Specialist | iSellMore SFA Solutions**

**Oct 2024 - Present** | Remote | IT Software

* Providing technical support to clients
* Diagnosing and resolving user problems
* Software and hardware configuration and maintenance
* Training clients in IT product usage
* Documenting and reporting client requests

**Skills Acquired:** VPN, OLAP, Networking, Office 365, Jira, iOS, Microsoft Exchange, Remote Desktop, Customer Support, Remote Support, Atlassian JIRA, Technical Support, Excel Competencies, Android Testing, Web Site, Microsoft Teams, Monday CRM, Binotel **Net Salary:** 900 EUR

**Insurance Broker | Destine Broker de Asigurare-Reasigurare**

**Feb 2024 - Present** | Constanta | Insurance **Skills Acquired:** Sales, Insurance, Auto Insurance, Insurance Broker, Life Insurance, RCA Insurance, Insurance Domain, Health Insurance, Communication & Negotiation

**Insurance Broker | PJSC "ETALON INSURANCE COMPANY"**

**Jun 2015 - Present** | International | Insurance Supervise daily branch operations, ensuring all activities are conducted according to company standards. Manage team by recruiting and training personnel to improve performance and increase customer satisfaction. Develop and implement sales and marketing strategies, contributing to market share growth and improved financial results. Monitor branch performance through financial report analysis and identify process optimization opportunities.

**Skills Acquired:** Monitoring, Strategy Development, Compliance, Order Monitoring, Client Communication, Strategic Analysis, Operations Coordination, Team Management

**Service Desk | Freelance**

**Mar 2007 - Present** | Remote | IT Software Recording and resolving technical problems, processing service requests, providing technical support through various channels. Planning and implementing IT changes, monitoring systems to prevent problems, investigating causes of recurring incidents.

**Skills Acquired:** Windows, Linux, VPN, Active Directory, Networking, Office 365, Windows Server, Microsoft Exchange, Microsoft Active Directory, Remote Desktop, Google Docs, Customer Support, Remote Support, Technical Support, ServiceNow, Network Administration Troubleshooting

**Logistics Officer | Tulcea Humanitarian Logistics Hub**

**Feb 2022 - Jul 2023** | Tulcea | Administrative/Logistics

* Processing customs documents
* Managing humanitarian goods arrival
* Collaborating with customs brokers
* Loading/unloading trucks
* Sorting and packaging goods

**Skills Acquired:** Customs Operations, Document Creation, Document Management, Document Control, Customs Documents, Customs Formalities, Document Inventory, Humanitarian Customs Document Processing **Net Salary:** 1600 EUR

**Maritime Agent | BIO-CONSULTING UKRAINE LTD**

**Sep 2018 - Feb 2022** | International | Administrative/Logistics/Tourism Registered incoming and outgoing ship declarations and informed and supported customs commissions. Represented ship interests in Izmail port and accompanied tourists along tourist routes. Also performed reporting and document accounting.

**Skills Acquired:** Customs Declarations, Customs Formalities, Client Support, Customer Support, Ship Declaration Registration

**Project Manager | Ukrainian Horticulture Business Development Project (UHBDP)**

**Sep 2017 - May 2019** | International | Education/Training/Agriculture Managed key initiatives aimed at supporting Ukraine's horticultural sector development. Responsibilities included overseeing project operations, coordinating with stakeholders, and implementing strategies to increase productivity, market access, and sustainability for local farmers. Facilitated training programs and promoted environmentally friendly practices in the agricultural community.

**Skills Acquired:** Leadership, Project Management, Project Planning, Team Leadership, Team Management, Digital Marketing, Multichannel Marketing, Planning & Coordination Capacity, Project Planning, Project Coordination

**Head of Claims Department | PRIVATE JOINT STOCK COMPANY "KRONA"**

**Mar 2008 - Jun 2015** | International | Insurance Responsible for evaluating and analyzing client damages, ensuring compensation is calculated correctly and in accordance with insurance policy terms. Managed a significant number of monthly claim files, maintaining high levels of accuracy and customer satisfaction. Also contributed to internal process optimization, reducing case resolution time. Client communication was an essential part of my activity, providing emergency support and clearly explaining compensation process stages.

**Skills Acquired:** Insurance, Conflict Management, Insurance Broker, Microsoft Office (Word, Excel, PowerPoint), Involvement & Integrity, Client Communication, Internal Process Optimization, Remote Coordination Capacity, Efficient Problem Solving, Preparing Client Offers, Damage Assessment, Effective Communication

**Education**

**MBA | Erasmus for Young Entrepreneurs**

**2024** | Young Entrepreneurs | Constanta European exchange program helping entrepreneurs start their own business

**Bachelor's Degree | Odesa State Agrarian University**

**2007-2008** | Accounting and Audit | Odesa

**Bachelor's Degree | Odesa State Agrarian University**

**2002-2007** | Agronomy | Odesa

**MBA | Domaine GUILLOT-BROUX**

**2004-2005** | Viticulture | Macon

**Skills & Competencies**

**Technical Skills**

Canva, Internet & Email Usage, Microsoft Office, Problem Solving, Release Management, Synthetic Analysis, Communication & Problem Solving, Social Media Strategy, Excel, OLAP, Atlassian JIRA, Monday CRM, Monday Work Management, IT Support

**Other Skills**

Technical support, problem diagnosis, software and hardware configuration and maintenance, project management, insurance brokerage, logistics, online community development, engaging content creation, and online visibility growth.

**Additional Information**

* **Hobbies:** Music, Software
* **Driving License:** Category B
* **Acquired:** Aug 7, 2008