



Vijiala Andrei Dorin

Senior Technical Support Specialist

+40 787 748 592

andrei12dorin@gmail.com

PROFESSIONAL EXPERIENCE

2022 - 2024

CGS Romania | Dell Spain Project

Level 2 Technical Support

- Advanced hardware/software diagnostics
- Quality control assistance
- Peer mentoring for new team members
- Technical documentation maintenance

2019 - 2022

Sykes Romania | Samsung Spain Project

- Mobile device technical support
- Bilingual customer service (Spanish/English)
- Incident tracking and resolution
- Warranty verification process

CORE COMPETENCIES

Technical Expertise

-  CRM Systems (Salesforce, Zendesk)
-  Advanced MS Office Suite
-  Remote Support Tools
-  Technical Reporting

Operational Skills

-  Multilingual Support
-  Process Optimization
-  SLA Compliance
-  Knowledge Transfer

CAREER HIGHLIGHTS

Professional Growth

-  Promoted to Level 2 Support for consistent performance
-  Implemented efficiency improvements in workflows
-  Key contributor to team knowledge sharing

Technical Achievements

-  Consistently resolved complex technical cases
-  Developed troubleshooting documentation
-  Recognized for client communication skills

LANGUAGE PROFICIENCY

Spanish
(C2 Professional)

English
(B2 Upper Intermediate)

Romanian
(Native)

Catalan
(C2 Professional)

EDUCATION

2018

Secondary Education

IES Joan Brudieu - La Seu d'Urgell, Spain

-  Bilingual Spanish/Catalan education
-  Technology-focused curriculum