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# BORIS CIOBIRCA

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## PROFILE

Having dealt with a broad range of customers across multiple sectors, I possess solid skills in problem solving, critical thinking and communication, being able to handle stressful situations in a professionally calm manner. I require *no visa or sponsorship (EU citizen)*.

## EXPERIENCE

CUSTOMER SUPPORT EXECUTIVE (W/ ENGLISH&RUSSIAN),  
**COVALEN**

DUBLIN, IRELAND – [APRIL 2020 - SEPTEMBER 2020]

At Covalen, I was contributing individually, and as a team member to daily tasks in order to meet and exceed the Quality and Performance expectations of our client - a widely recognised platform in gaming industry. Adherence to all company and client Policies and Procedures was a priority, as the job involved hi-jacked accounts with real monetary value. My mission was to gather information, provide analytical troubleshooting and query research across all trained products and applications (else route or escalate our users to the appropriate department with a thorough description of the issue).

CUSTOMER SUPPORT REPRESENTATIVE (W/ ENGLISH&RUSSIAN),  
**ACCENTURE**,

DUBLIN, IRELAND – [JUNE 2019 - APRIL 2020]

Acting as the representative of support team, I was the first contact with the customer. Providing support with queries in regards to paid content (films and memberships) were the main duties. Troubleshooting video playback issues and handling sensitive information such as credit cards details were part of my job as well. Collaboratively sharing feedback through appropriate channels, using internal tools for information processing or systemic user/product issues. The position required me to be a team player with the ability to work in a fast-paced, collaborative and constantly evolving environment.

FREELANCE INTERPRETER (W/ ROMANIAN, RUSSIAN & ENGLISH),  
**WORLD PERFECT TRANSLATIONS**,

DUBLIN, IRELAND – [MARCH 2019 - MAY 2019]

Consecutive Interpreting in Healthcare Environment. Translating from Romanian and Russian to English in real time. Reflecting the client's way of speaking as accurately as possible. Aiming to deliver the meaning, rather than mot-a-mot robotic translation of words. Summarising the message and creating a meaningful connection between both parties.

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## EDUCATION

§ BACHELOR OF SCIENCE IN **COMPUTER SCIENCE** @TUDUBLIN  
GRADUATING 2022. (*CURRENTLY ENROLLED, PART-TIME*)

§ CONSTANTIN NEGRUZZI LYCEUM, BACCALAUREATE DIPLOMA  
(WITH AIM ON *MATHEMATICS* AND *NATURAL SCIENCES*)  
(EQUIVALENT TO **NFQ LEVEL 5 LEAVING CERT**) [2003-2015]

## SKILLS

- ❖ A keen eye for details, agile typing skills with high accuracy. (50+ WPM)
  - ❖ Excellent time management and task prioritising abilities.
  - ❖ Quick learner, easily adapting to new environments.
  - ❖ Driven to face challenges and achieve goals within the deadline.
  - ❖ Native *Romanian* speaker, fluent in *English* (TOEFL® 99/120) and *Russian*, with conversational skills in *Greek*.
  - ❖ Experience with computer architecture and *hardware* components/peripherals. Assembled and disassembled PCs, laptops, smartphones and tablets.
  - ❖ **Microsoft** Office, Outlook, Teams.  
**Google** Docs, Slides, Hangouts.
  - ❖ Familiar with operating systems such as **Android**, **iOS**, **macOS** and **Windows**.
  - ❖ Currently studying at university disciplines such as Discrete Mathematics, SQL (for Data Manipulation), Python (Programming, OOP), TCP/IP protocol suite (Networking) and Algorithms.
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