



CLAUDIA CRETU

DATE OF BIRTH: 29/10/2001

NATIONALITY: ROMANIAN

GENDER: FEMALE

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CLAUDIA CRETU

ICT STUDENT
UX DESIGNER
FRONT END DEVELOPER

PROFILE

I am a highly motivated and results-oriented individual with a strong background in healthcare and a passion for the intersection of technology and design. As a registered nurse with years of experience in fast-paced environments, I have developed exceptional organizational and time-management skills. Currently pursuing a Bachelor of Science in ICT and Media Design at Fontys University of Applied Sciences, I am eager to contribute my unique blend of skills and experience to a dynamic team and develop innovative and user-centered solutions.

EDUCATION

TEORETICAL HIGHSCHOOL "HORIA HULUBEI"

2016-2020

Exam subjects:

- Romanian Language and Literature
- History
- Geography
- Psychology
- Computer Science
- English

Field of study:

- Philology

Degree:

- 7.33/10

F.E.G. NURSHING SCHOOL UNIVERSITY 2020-2023

Exam subjects:

- Wrote exam - Nursing
- Practice exam
- Oral exam

Field of study:

- Radiology

Degree:

- 10/10

FONTYS UNIVERSITY OF APPLIED SCIENCES

2023-2027

Field of study:

- ICT and Media Design

Current Degree:

- Certificate Propaedeutic
Phase

Website:

- <https://www.fontys.nl/Over-Fontys/Fontys-ICT.htm>

WORK EXPERIENCE

Receptionist

Ghencea Medical Center, Bucharest Romania

01/06/2017 - 31/08/2017

Main responsibilities:

Patient Care:

- Greet and register patients.
- Schedule and confirm appointments.
- Answer phone calls and direct inquiries.
- Collect co-payments.

Administrative Support:

- Maintain patient records.
- Manage appointment schedules.
- Handle insurance verification.

Customer Service:

- Provide excellent customer service to all patients.
- Resolve patient concerns.

Key Skills:

- Excellent communication and interpersonal skills
- Strong organizational and time-management skills
- Proficiency in using computers and medical software
- Attention to detail and accuracy
- Ability to multitask and prioritize tasks effectively
- Professionalism and discretion (handling confidential information)
- Strong customer service orientation
- Ability to work independently and as part of a team

Medical Receptionist

NMC ProVita International Medical Center, Bucharest Romania

01/06/2018 - 31/09/2018

Main responsibilities:

Scheduling and Coordination:

- Scheduled doctor appointments and surgical procedures.
- Managed appointment calendars and ensured efficient patient flow.

Patient Guidance and Communication:

- Answered patient questions and inquiries clearly and concisely.
- Guided patients to the correct treatment or consultation rooms.
- Provided basic information about clinic policies and procedures.

Administrative Support:

- Assisted with basic patient registration or record keeping.

Cashier

MEGA IMAGE - Ahold Delhaize Group, Bucharest Romania

01/02/2019 - 31/10/2020

Main responsibilities:

Customer Service:

- Greeted customers warmly and professionally.
- Provided assistance to customers regarding product information and location.
- Resolved customer inquiries and complaints courteously.

Cash Handling:

- Accurately processed various forms of payment, including cash, credit cards, and vouchers.
- Balanced cash drawers at the end of shifts.

Teamwork:

- Collaborated effectively with other cashiers and store personnel.
- Assisted colleagues as needed to ensure smooth store operations.

Operational Efficiency:

- Maintained a fast and productive work pace to minimize customer wait times.
- Followed store policies and procedures related to cash handling and customer service.

Nurse

C.M.I Dr Mirea Claudia - Personal Medical Services, Giurgiu Romania

01/11/2020 - 31/03/2023

Main responsibilities:

Direct Patient Care:

- Provided direct patient care under the supervision of doctor.
- Assisted with patient assessments, including vital signs monitoring.
- Administered medications as directed.
- Provided basic patient hygiene and comfort measures.
- Assisted with patient transfers and ambulation.

Patient Care Support:

- Prepared patients for examinations and procedures.
- Collected patient samples.
- Assisted with minor surgical procedures.
- Maintained a clean and safe patient environment.

Communication and Collaboration:

- Communicated effectively with patients, families, and healthcare professionals.
- Developed rapport with patients and addressed their concerns.
- Collaborated effectively with the nursing team and doctors.

Key Skills:

- Direct Patient Care: Patient assessment, medication administration, wound care, vital signs monitoring.
- Clinical Skills: Phlebotomy (blood draws), basic surgical assisting, patient transfers.
- Communication & Interpersonal Skills: Excellent communication, empathy, active listening, patient education.
- Patient Care: Compassion, empathy, patient safety, patient satisfaction.
- Technical Skills: Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Access).

Clinic Registered Nurse

Simona Medical Center, Bucharest Romania

01/04/2023 - 31/07/2023

Main responsibilities:

Patient Care:

- Conducted general patient consultations.
- Collected patient samples (e.g., blood draws).
- Performed basic wound care.

Data Entry:

- Entered patient data into electronic health records

Key Skills:

- Patient Care: Direct patient care, patient assessment, communication, patient safety.
- Clinical Skills: Phlebotomy (blood draws), wound care, basic patient assessments.
- Communication & Interpersonal Skills: Excellent communication, empathy, active listening, patient education.
- Technical Skills: Data entry, proficiency in Microsoft Office.

SANDWICH ARTIST/SHIFT LEADER

Subway sandwich store, Eindhoven The Netherlands

01/10/2023 - Present

Main responsibilities:

Food Preparation:

- Prepared and assembled a variety of sandwiches, salads, and wraps according to customer orders and Subway standards.
- Prepared and maintained ingredients, ensuring freshness and quality.

Customer Service:

- Greeted customers warmly and provided excellent customer service.
- Took customer orders accurately and efficiently.
- Provided product recommendations and answered customer questions.

Shift Leadership:

- Supervised and guided other sandwich artists during shifts.
- Ensured the cleanliness and organization of the restaurant.
- Opened or closed the restaurant according to company procedures.
- Managed inventory and ensured adequate stock levels.

Operational Support:

- Followed all food safety and sanitation guidelines.
- Maintained a clean and organized workspace.

Key Skills:

- Food Preparation: Fast and accurate food preparation, knowledge of food safety and sanitation.
- Customer Service: Excellent customer service skills, communication, active listening, problem-solving.
- Teamwork: Ability to work effectively as part of a team, provide guidance and support to colleagues.
- Operational Skills: Cash handling, inventory management, adherence to company policies.

LANGUAGE SKILLS

- **MOTHER TONGUE(S):**
Romanian

Other language(s):

- English - Level B2
- Dutch - Level A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

CERTIFICATES

- **Driving License:** AM,B,B1
(scooter max45km/h, car
with no extensions)

SKILLS

Digital skills:

- UX/UI Design
- Prototyping
- UX research
- Web design
- Mobile design
- User center design
- Figma
- Canva
- Research
- User test
- User stories
- Front end development
- Bac end development
- Database
- Web development
- Microsoft Office
- Git usage (GitLab/GitHub)
- HTML
- CSS
- JavaScript
- React.js
- Tailwind
- Node.js
- JSON
- MongoDB

Communication and interpersonal skills;

- Active Listener
- Strong Communication
- Interpersonal Skills
- Communication Skills
- Relationship Building
- Customer Service
- Conflict Resolution
- Negotiation
- Influence & Persuasion
- Cross-cultural Communication
- Presentation Skills
- Interpersonal Sensitivity
- Emotional Intelligence
- Conflict resolution
- Empathic listener
- Team-work oriented

Organizational skills:

- Time Management
- Prioritization
- Planning & Organization
- Goal Setting
- Project Management
- Attention to Detail
- Accuracy
- Efficiency
- Multitasking
- Decision-Making
- Strategic Planning
- Problem-Solving
- Critical Thinking
- Analytical Skills
- Research Skills
- Flexibility & Adaptability
- Reliability
- Work Ethic
- Initiative
- Proactive
- Self-Discipline
- Ability to Work Independently
- Ability to Work Under Pressure

PROJECTS

Branding project

As part of a collaborative team project, I played a key role in developing a comprehensive brand identity for a client. My contributions encompassed brand strategy, including defining brand values and target audience, and visual identity development, such as creating logo concepts and color palettes. Furthermore, I actively participated in the digital marketing aspect by designing social media mockups. In addition to these contributions, I contributed to the website development process, including user research and prototyping, and I also implemented a portion of the website's front-end code.

Photography blog

In my third semester at Fontys, I created a project named "Photography blog". This project is an online blog where I would present photos that I took myself with my own camera. The photos can be downloaded or purchased by users depending on the license rights that they require. The blog is a website that was built using NodeJS for backend, React and Tailwind for frontend and MongoDB for database. Testing was done in Postman before creating the frontend. This project was very interesting to create and increased my programming knowledge and skills.

Before programming, in order to create the website to be user friendly, I did a lot of UX research and prototyping. I have a Project plan, Project report, user tests, target audience research documents, and I also created a research about the main research question of my project: "Why is my website a better solution than just use of AI". I did user test on all my prototype version before starting to code, to make sure my website is user friendly.

Portfolios

For semester one, two and three, I created a portfolio where I would display information about my completed tasks to proof the teachers that I achieved my learning outcomes. The portfolios were created by doing research, designing, user testing with the teachers and coding.

First I would prepare a survey for teachers with general questions mostly about the structure of it. After that I would create a wire frame, a low fidelity prototype and a high fidelity prototype, constantly doing user tests on the to improve. After the structure and design for the portfolio would be approved and validated I coded them.

Tools used:

- For design: Figma
- For code: HTML, CSS, JavaScript, React

Promote a city project

In Semester Two, I participated in a team project focused on developing a tourism promotion strategy for a client city. To enhance visitor engagement, we designed and developed an interactive game that incentivized exploration of local attractions. My contributions included concept development, game design, website development (including coding), and acting as the main presenter in an explanatory video.

Ticket system project

This was an individual project. For this project I created a ticket system for a band. I made a website where people could buy tickets to the band's concert. I used C.M.D methodology research, created a project plan, then went to my target audience and gave some surveys. I researched competition websites and included them in my user research so I can take what they have good and avoid what was a bad user experience. I created a wireframe and user test it, improved my concept and created a prototype that I tested again, and improved my prototype one last time. After that I coded the website using HTML, CSS for front-end, NodeJS for back-end and MongoDB for database.

HOBBIES

- Reading
- Drawing
- Puzzles
- Taking long walks
- Playing card games and board games with my friends
- Travelling
- Watching documentaries

PORTFOLIO

This is a portfolio that I created myself to showcase my work. In here I am presenting my projects with more details and the steps that I took until the last product.

[Portfolio link](#)