|  |  |
| --- | --- |
| Emanuela Dudau  A highly efficient individual, technical person by nature with strong interest in QA and Software testing processes, Digital Marketing as well as Front End technologies. Currently working full time and undertaking a Computer Science course as part time student. Seeking a new, challenging role in which will utilize existing skills. | **3 Cedar House, Swords, Co Dublin**  **Mobile: 087 1131291**  **emanuela\_dudau@yahoo.com** |
| EXPERIENCEIDG Direct, Dublin, Ireland — *Data Assurance Administrator*August 2019 – PRESENT Ensure that IDG’s data is accurate and comply with relevant Data Information Legislation. Liaise with team leaders and the Quality Assurance Manager regularly to identify data-related issues. Record and maintain data in the CRM system. Contribute to projects, process improvements and other duties as required.   * ***Key Achievements*: Achieved and exceeded target productivity by 220% to date.**  Concentrix, Dublin, Ireland — *Technical BT Support Associate*May 2019 – August 2019 Provide first class to British Telecom customers via telephone.  Achieve and maintain service level statistics.  Provides technical help to colleagues if required.  Effective use of the systems and tools available to the Support Centre.  Track & document customer & problem information in call tracking database.  Contribute to overall team performance, including support and assistance of other team members.  Promote additional client services.   * ***Key Achievements*: A proven record of accomplishment in resolving complex customer issues. Exceeded the company’s quality goals by 100% owing to effective customer service acumen.**  Ryanair, Dublin, Ireland — *Cabin Crew*Jul 2014 - Apr 2017 Completed over 1000 hours of international flights within Boeing 737 commercial aircraft.  Inspected the cabin before take-off to ensure compliance to safety regulations.  Briefed passengers about emergency protocols and demonstrating the use of safety equipment.  Served food, beverages, and other duty free items to passengers throughout the flight.  Ensured the welfare of the passengers, having a good presence in the cabin during the flight.  Conducted security checks during turnarounds.   * ***Key Achievements*: Experienced an over 90% customer-experience score based on ‘Rate My Flight’. Recognized by passengers for delivering excellent customer-service. Recognized as one of the top 50% base performers and beating flight budgets. Rewarded multiple times for exceeding sales targets.**  EDUCATIONNational College of Ireland, Dublin, Ireland — *BSc (Honors) in Computer Science* Sep 2019 – In ProgressRyanair Training Centre, Bergamo, Italy — *Cabin Crew Boeing 737-800 Series Training Program* Oct 2017 – Nov 2017West University, Timisoara, Romania —*Bachelor of Languages and Linguistics*Sep 2014 – May 2017Economic College, Arad, Romania — *Tourism and hospitality technician*Sep 2010 – July 2014 | SKILLS  * HTML, CSS, JavaScript. * JIRA and Confluence. * Basic SQL and JavaScript knowledge. * Version Control GIT. * Technical Support & Troubleshooting. * Social Media management. * Good knowledge of MacOS/Windows, MsOffice, Gsuite.    LANGUAGES  * Romanian - Native Language. English - Professional Proficiency. * Italian - Limited Working Proficiency. * French - Limited Working Proficiency.  HOBBIES AND INTERESTS Web Design, Arts and Graphic Design. |