



Curriculum vitae Europass



Personal information

Website: www.felixdaraban.ro

First Name / Surname

Dărăban Felix

Address

Florilor Street, nr. 324D, sc.2, ap.11, Floresti, Cluj, Romania

Telephone

+40 740 461 261

E-mail

felix.daraban@gmail.com

Driving License

Categories: A, B

Date of birth

02.12.1987

Gender

Male

Work experience

Name of employer

New Era Technology, US

Dates

June 2021 - Present

Occupation or position held

Software Tester

Main activities and responsibilities

- Ensure software quality throughout the software development life cycle;
- Test the software to ensure that the requirements and specifications are respected;
- Create and execute test cases based on the requirements, find and report existing bugs;
- Write automated testing scripts (Cypress), keep the GitHub project up to date with the test files;
- Create procedures and user instruction manuals, as well as make demos to relevant users.

Dates

June 2020 – June 2021

Occupation or position held

SDM – Service Delivery Manager

Main activities and responsibilities

- Manage the customer portfolio, ensuring that the services are being delivered as per contracts;
- Create and update the procedures and documents necessary for the Helpdesk department;
- New hire training; provide constant support, training and guidance for the Helpdesk agents;
- Closing tickets, cost correction & validation, sending final reports to customers and Accounting.

Dates

August 2018 – June 2020

Occupation or position held

Helpdesk Agent

Main activities and responsibilities

- First point of contact for clients that request assistance via email or phone;
- Monitor and coordinate assigned tickets, ensuring correct actions taken towards resolution;
- Facilitate communication between clients and partners, as well as between relevant departments;
- Solve each ticket according to the contract terms and SLA, send the closure report to the SDM.

Name of employer

LeadGenius

Dates

June 2028 – August 2018

Occupation or position held

Data Researcher

Main activities and responsibilities

- Online research and collecting data about companies, following project specifications.

Education and training

Dates	2006 - 2010
Title of qualification awarded	Bachelor's degree Profile: Civil Engineering Specialization: Civil, industrial and agricultural constructions
Name and type of organization providing education and training	Technical University of Cluj Napoca, Faculty of Constructions
Dates	2002 - 2006
Title of qualification awarded	High School Diploma (Baccalaureate) Profile: Biology - Chemistry
Name and type of organization providing education and training	Doamna Stanca National College, Satu Mare

Personal skills and competences

Mother tongue **Romanian**

Other languages

English

Hungarian

French

Understanding				Speaking				Writing	
Listening		Reading		Spoken Interaction		Spoken production			
C 1	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user	C1	Proficient user
C 1	Proficient user	B1	Independent user	C1	Proficient user	C1	Proficient user	B1	Independent user
B 1	Independent user	B1	Independent user	A2	Basic user	A2	Basic user	A2	Basic user

(*)Common European Framework or Reference (CEF) level

Social skills and competences	<ul style="list-style-type: none"> - Good communication and public speaking skills, assertive in mediating difficult situations; - Ability to make decisions under stress and to work in teams, efficient under pressure; - Open towards collaboration and to develop healthy and productive relationships with people.
Organizational / managerial skills	<ul style="list-style-type: none"> - Efficient in planning and prioritizing tasks, adjusting to unpredictable events, attentive to details; - Leadership abilities developed during my SDM experience, as I coordinated the Helpdesk team. - Self-motivated learner, I like to be in constant learning and evolution, and optimize where I can.
Technical skills and competences	<ul style="list-style-type: none"> - Microsoft Office Package: Excel, Word, PowerPoint, Outlook, Microsoft Teams; - Project management and organizing tools: Asana, Microsoft Planner, Microsoft Lists, OneNote; - IT Knowledge: <ul style="list-style-type: none"> o HTML, CSS & JavaScript o Angular – JavaScript Framework o Cypress Automation Framework – JavaScript based front end testing tool o Git, GitHub and Version Control o VSCode – Code editor o Figma – UI & UX design web application
Artistic skills and competences	<ul style="list-style-type: none"> - Hobbies: Internet & technology, reading, dancing, travel, personal development. - Guitar amateur – I studied guitar at the School of Arts "Tudor Jarda", in Cluj Napoca. - Sports: basketball, volleyball, soccer, tennis, table-tennis, cycling, swimming. - Passionate about cooking and culinary arts.