



Curriculum vitae Europass



Personal information

First Name / Surname	Dărăban Felix
Address	Florilor Street, nr. 324D, sc.2, ap.11, Floresti, Cluj, Romania
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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	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- 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	<ul style="list-style-type: none">- 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.