## Contact

george.daniel1996@yahoo.com

www.linkedin.com/in/caciulita-
george-daniel-59211b158
(LinkedIn)

## Top Skills

HTML
Front-End Development
Bootstrap

## Languages

Spanish (Native or Bilingual)
English (Native or Bilingual)

# Caciulita George Daniel

Database Advanced Support Engineer - ACS Global Delivery
Bucharest, Bucharest, Romania

## Summary

For the moment I am part of a FrontEnd Development course in which I am learning and practising Web Development technologies (HTML5, CSS3, JavaScript, Bootstrap and React) in order to be able to continue with my career as a FrontEnd Developer.

The first contact with the world of Customer Service started in 2015, driven by the curiosity to learn as much as possible in the IT field. This was an opportunity to better understand this area by practising it.

## Experience

**Oracle**
Database Advanced Support Engineer - ACS Global Delivery
November 2021 - April 2022 (6 months)
Bucureşti, România

**Amazon Web Services (AWS)**
Level 2 Information Technology Support Engineer
April 2021 - October 2021 (7 months)
Bucureşti, România

As a L2 IT Support Engineer at Amazon Web Services I have the below responsibilities:

• Provide complete technical support to Amazon's accompanying employees worldwide.
• Research, solve and answer questions received through web chat, phone calls, e-mail, ticketing system, all in a timely manner, under standard conditions.
• Diagnose and extend the end-use computing problems, including problem analysis, identifying appropriate resources, testing the correction, and monitoring for problem-solving.
• Create and send call logs to provide care information documents that can be correlated, thorough and timely.

• It ensures that the clients are served and satisfied with the work completed.
• Follow all standard operating procedures (SOPs) for efficient use of knowledge management.
• Create SOPs for all new work processes or for modifying existing processes in order to ensure the highest standard of operation of the activity
• Accumulate new knowledge and maintain current knowledge about the relevant assistance policies for correct solutions for technical points of view.
• Assist with triage and escalation activities for any system outages or downtime
• Collaborate with all the functional departments of the organisation offering assistance in the use of information technologies in the current state;
• Inform users about facilities of a nature, configurations, technologies, products belonging to a use whose quality of products / or care services of the object of the organization's activity can be improved;
• Design, select, adapt, configure, pass, test, implement, integrate IT&C solutions;
• Organise user training sessions, corresponding to new technological solutions;
• Participate in the implementation of the global designer in the service of the care departments of the activity;
• Identify software integration/modernisation activities and hardware;
• It acts as a primary point of contact regarding the technical problems that may arise

Genpact
IT Support - Senior Process Associate
June 2019 - April 2021 (1 year 11 months)
Bucharest, Romania

As a Senior Process Associate for IT support I have the below responsibilities:

- Being the single point of contact for IT matter for the client.
- Providing support for user requests around hardware, software, network and service issues.
- Coordinating incident resolution with Level 2 and Level 3 staff.
- Logging and keeping record of user queries.

- Answering phone calls in the mentioned languages (English-Spanish) on a priority established by the project;

- Handling e-mails/web cases/ chats, translating them into the appropriate language, depending on customer requirements, as per service levels agreed in terms of response time;
- Troubleshooting IT problems (incidents) according to the Standard Operating Procedures (SOP) and process trainings;
- Correct and complete documentation of all incidents, with accurate description of all troubleshooting steps followed;
- Sharing with all team members any knowledge obtained through end-user or resolved interactions;
- Attending training sessions;
- Arranging working schedule with colleagues flexibility, according to business needs;
- Successfully completing the training plan and passing the knowledge test on a monthly basis;
- Providing assistance to new colleague whenever possible and needed;
- Informing the process trainers and the management team whenever the information in an SOP is identified as out-of-date.

## Stefanini EMEA
SR User Supprt Consultant
May 2017 - May 2019 (2 years 1 month)
Bucharest, Romania

As a User Support Consultant I had the chance of working in one of the most dynamic areas and tackle the issue of complicated payments for the travel industry by becoming an expert in the payment solutions through extensive training programs;
My daily interaction was with travel agencies and airlines companies around the world;
I had to diagnose, troubleshoot and solve issues related to the applications the clients use through incoming phone calls and e-mails;
VANs (virtual account numbers), currencies, financial institutions, Mastercard - all these will become your daily "tools";
I was part of the eNett Helpdesk Team - a global, broad-based business services provider that serves companies in every segment of the travel industry.

## Competence Call Center
Customer Service Agent
November 2015 - December 2015 (2 months)
Bucharest, Romania

Providing chat / written support (flight reservations, cancellations, general flight information, etc.) for airline customers.

---

## Education

Școala informală de IT
· (May 2022 - September 2022)

Universitatea din București
Applied Modern Languages  · (2015 - 2016)

Liceul Teoretic Constantin Noica
Baccalaureate,  Humanistic Studies · (2011 - 2015)