

# IUSTIN CORDON

• PROGRAMMER •

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## PROFILE

*I learned programming while having a full-time job as a technical specialist. I excel in back-end programming, and lately I discovered my talent for GUI and UX. In future I wish to continue growing and create more interesting programs.*

## SKILLS

Python   SQL & NoSQL   Automation   GIT   HTML & CSS   JavaScript (JS)

GUI & UI   QA   Leadership   Troubleshooting

## PROJECTS

### // JavaScript (JS)

- ***Tic\_Tac\_Toe\_Game***
- ***Random\_Password\_Generator***
- ***Temperature\_Converter***

*I built those projects with two goals in mind. The first goal was to get used to the JS's syntax. The second goal was so that in the near future I'll expand the projects. The tic tac toe game will be expanded from a 3x3 box, to a nXn box, with an AI opponent. The random password generator will become a browser extension to generate and manage password. And finally the temperature convertor will become a one-for-all converter. It'll be able to convert temperatures, measurement types and currencies.*

### <!-- Website -->

- ***webfolio\_link***

*Site built with HTML, CSS and JS.*  
*It's a static website built to host my projects.*

### # Python

- ***Binomial Expansion***
- ***Instant Runoff Voting system***
- ***Subsets Parity***
- ***Sudoku solver***
- ***Hard Sudoku solver***
- ***Binomial expansion***
- ***human readable duration***
- ***Roman to arabic numbers and vice versa***

*All of those 'mini projects' have been built by me in order to learn programming and python. They range from a few lines of code, to a few tens of lines of code. No GUI .*

## EDUCATION & COURSES

- |         |                                                                                                                                                                                                                                                                    |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2023    | <ul style="list-style-type: none"><li>• <u>Foundations: Data, Data, Everywhere</u></li><li>• <u>Crash Course on Python</u></li><li>• <u>Troubleshooting and Debugging Techniques</u></li><li>• <u>Using Python to Interact with the Operating System</u></li></ul> |
| 2019-22 | • University degree: English and German language and literature (UAIC - Iasi, Ro.)                                                                                                                                                                                 |
| 2016-17 | • High School ("Virgil Madgearu" in Iasi, Romania)                                                                                                                                                                                                                 |
| 2016-17 | • Realschulabschluss ("Gemeinschaftsschule am Roten Berg" in Erfurt, Germany)                                                                                                                                                                                      |

## WORK EXPERIENCE

### IT Technical support specialist - Everience

**JAN 2023 - OCT 2023**

#### Responsibilities:

- Collaborated with Level 2 team as a Level 1 agent.
- Repaired/maintained PCs, software systems, and telecom equipment.
- Diagnosed and resolved software/hardware issues.
- Managed and escalated support tickets.
- Conducted software user training.

#### Achievements:

- Over 90% initial quality rate in ticket resolution.
- Maintained 100% quality rating in ticket handling from the second month.
- Resolved tens of critical tickets, preventing production stop.
- Resolved 30 tickets a day - one of the highest resolution rate in my team

### Customer Care Representative - GRS

**SEP 2022 - DEC 2022**

#### Responsibilities:

- Managed ticket sales with precision.
- Addressed customer issues effectively.
- Mediated buyer-seller disputes.
- Collaborated across departments.
- Updated on company policies.

#### Achievements:

- Enhanced customer satisfaction and retention.
- Strengthened communication and problem-solving.
- Contributed to team synergy and company goals.

### Customer Service Representative - TOTAL NEW OPPORTUNITY

**JUN 2022 - SEP 2022**

#### Responsibilities:

- Adhered to "Customer Satisfaction Policy."
- Boosted sales through product promotion.
- Assisted customers with online orders.
- Coordinated with teams for timely deliveries.

#### Achievements:

- 'saved' 3 life-time events (weddings) by negotiating
- Recognized for handling over 10 time-sensitive deliveries.
- Enhanced customer loyalty, contributing to sales growth, thus bringing over £20.000 to the business

### Chat Support Specialist - Feel IT Services

**JUN 2022 - SEP 2022**

#### Responsibilities:

- Assist German-speaking customers with "All Seated" for wedding planning.
- Ensure understanding of platform features and policies.
- Improve customer proficiency on the platform.
- Handled inquiries via chat and email in German.
- Clarified policies and procedures.

#### Achievements:

- Guided customers in website navigation and planning.
- Provided personalized advice for wedding planning.
- Collaborated for up-to-date information between the dev team and customers
- Kept abreast of and communicated platform updates.

### Chat Support Specialist - Feel IT Services

**JUN 2022 - SEP 2022**

#### Responsibilities:

- Addressed customer inquiries and technical issues.
- Ensured customer satisfaction through effective problem-solving.
- Worked with cross-functional teams for query resolution.

#### Achievements:

- Promotion to Third-Party Collector in 4 months
- Brought to my company over 15.000\$ profit every month
- Handled over 70 tickets per day
- Was the intermediary for contracts worth hundreds of thousands of dollars

#### Third-Party Collector Responsibilities:

- Contacted individuals with outstanding payments.
- Negotiated payment arrangements while upholding ethics.
- Achieved collection targets using persuasive communication.
- Maintained precise records of communications and negotiations.