Lidia Nicoleta Brattan

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Gender: Female **Date of birth:** 05/12/1998 **Nationality:** Romanian

ABOUT ME

I'm someone who loves picking up new skills and figuring out how things work. Right now, I'm working as a Helpdesk at Everience, where I help people solve their tech problems.
I studied Geography for both my Bachelor's and Master's degrees, which might seem unrelated to IT, but it's taught me how to analyze things closely, how to search for information and pay attention to details.
I speak English and Italian fluently, and I know a bit of French too. I'm pretty good at getting the hang of new technology, and I'm always excited to learn more about how stuff functions under the surface.
I'm itching to kickstart my career in IT because I find it fascinating, and I know I have what it takes to adapt and grow in this field. Learning how things really tick in technology is what keeps me motivated and curious every day.

WORK EXPERIENCE

[12/06/2023 – Current]

L1 Customer Support with English and Italian

Everience

City: Timisoara

Country: Romania

- Troubleshoot, through ticketing system (ServiceNow) and throught inbound and outbound calls, the issues that the user's face.
- Outlook, Excel, OneDrive, Teams, browser's
- Applications installation
- Drivers updates and install
- Printer mapping and troubleshooting
- Shared folder mapping and troubleshooting
- Network troubleshooting
- Active Directory unlocking/reset password account
- SAP IDM
- Karma SAP password reset
- BitLocker
- Shared mailbox mapping/troubleshooting and Distribution List
- Overall computer performance troubleshooting
- Team work, atention to details and user management.

EDUCATION AND TRAINING

[01/10/2021 – Current]

Teaching Masters in Geography

West University of Timisoara   https://www.uvt.ro/

Address: Bulevardul Vasile Pârvan 4, 300223, Timisoara , Romania

[01/10/2018 – 15/07/2021]

Bachelor in Geography

West University of Timisoara   https://www.uvt.ro/

Address: Bulevardul Vasile Pârvan 4, 300223, Timisoara, Romania

[14/04/2023] **CompTIA ITF+ Certified**

CompTIA https://www.credly.com/badges/f58d5c34-17be-4260-8d46-f35cc9668faa/public_url

[11/09/2021 – 09/05/2022] **Java from Scratch**

Software Development Academy https://sdacademy.ro/?utm_source=Google&utm_medium=CPC&utm_campaign=Brand&utm_term=sda-Exact&gclid=CjwKCAiArNOeBhAHEiwAze_nKIxtYkgcbCyB3DYecQQHGVDpVK2sz-9GG8922qFWsVIb

City: Timisoara

[27/02/2023 – 24/03/2023] **Curs IT Fundamentals**

Startech Academy https://startechacademy.ro/

Address: Strada Mitropolit Grigore 4A, 052034, Bucuresti, Romania

[15/01/2023 – 06/06/2023] **Self Taught Manual QA**

SDLC, STLC, AGILE, Scrum, Jira

LANGUAGE SKILLS

Mother tongue(s): Romanian

Other language(s):

English

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Italian

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

French

LISTENING A2 **READING** A2 **WRITING** A1

SPOKEN PRODUCTION A1 **SPOKEN INTERACTION** A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Excel | Baza de date- Limbajul SQL | Some experience with HTML5 and CSS | basic JAVA | SDLC & STLC | JIRA (basic) | Basics of Networking | Basics of hardware | Database - Basics | TCPIP Protocols | IT Security basics | Microsoft Office (Outlook, Excel, Word, PowerPoint) | VSCode, Visual Studio | Database : MySQL(basic) | ITSM/ITIL/ServiceNow | SAP IDM

DRIVING LICENCE

Cars: B

HOBBIES AND IN-TERESTS

Reading

Hikes

Sport