

Cristian Gabriel Petrutescu

Date of birth: 16/06/1989 | **Nationality:** Italian | **Gender:** Male | (+39) 3425965838 | cpetrutescu@gmail.com |

Skype: cpetrutescu@gmail.com

● WORK EXPERIENCE

15/09/2020 – 31/10/2022 – Sofia, Bulgaria
CONTENT MODERATOR – ALORICA

Responsible for moderating content on the platform, making sure that it is in line with the platform's policies. Conducting quality meetings with the team to analyze errors and perform root cause data analysis, reviewing possible trends and acting accordingly in order to ensure a high level of quality. Ability to quickly evaluate content and render decisions by referring to policies and guidelines efficiently, while ensuring high quality and delivery.

07/2019 – 12/2019
CUSTOMER ADVISOR – THE STARS COMPANY

- handling incoming emails and chats from Pokerstars clients
- dealing with customer problems, from account issues to payments, blocking payment methods, investigating suspicious activity and suspicious payments
- maintaining a high alert state at all time as data accessible is highly confidential and can vary from day to day users to worldwide poker champions and pro players

Sofia, Bulgaria

02/2018 – 06/2019
ADMINISTRATIVE ASSISTANT – ACCENTURE

- Analyzing and reviewing user profiles, videos, and text-based content and/or investigating, escalating and/or resolving issues that are reported by users or flagged by the system
- Take decisions based on internal policies and apply them as best as possible
- Following a strict Quality - Productivity ratio with no major discrepancies
- Attend weekly meetings and updates and apply them to the workflow
- Investigate and resolve issues regarding content that is reported for account support and/or safety; flag for action, and resolve within agreed-upon turnaround times and standards of quality

Lisbon, Portugal

06/2017 – 12/2017
FORUM MODERATOR AND COMMUNITY COORDINATOR – TELUS

- Moderating video game forums in search of rule breaking content
- Penalizing users accordingly
- Organize events for the community such as Meetings and Parties
- Participate in such events and others in order to meet and get to know the community better and represent a bridge between Wargaming and its community

Sofia, Bulgaria

05/2015 – 06/2017
CONTENT ANALYST, FRAUD INVESTIGATOR AND PENALTY SUPPORT, TRUST AND SAFETY

- Content Integrity Analyst: analyzing content, inspecting for any fraudulent content, removing or modifying in case of;
- Fraud and Penalty Support: Inspecting the integrity of the content, structures and activity of users; finding any improper use of the platform and penalizing accordingly

Bucharest, Romania

10/2013 – 04/2015
DELIVERY DRIVER – BRT SPA

- Express Courier driver
Pisa, Italy

08/2012 – 08/2013

TEAM MANAGER – SSF 313

- Team Manager (12 employees) for a security company, responsible of the security and safety of Carrefour Hypermarkets in Romania
- Responsible for payments and personnel shifts;
Bucharest, Romania

04/2011 – 12/2011

TECHNICAL SALESPERSON AND TEAM LEADER – GRUPPO FPB

- B2B telecom sales agent
-Trainer and Coordinatore for new agents
Bientina, Italy

● EDUCATION AND TRAINING

15/09/2006 – 15/06/2011 – Livorno, Italy

CERTIFICATE IN NON COMMANDING DECK OFFICER FOR COMMERCIAL NAVY – Istituto Tecnico Nautico "Alfredo Cappellini"

01/01/2020 – CURRENT

FULL-STACK WEB DEVELOPMENT

● LANGUAGE SKILLS

Mother tongue(s): ROMANIAN | ITALIAN

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ITALIAN	C2	C2	C2	C2	C2
ENGLISH	C2	C2	C2	C2	C2
GERMAN	A1	A1	A1	A1	A1
PORTUGUESE	B2	B2	A2	A2	A1

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

● ORGANISATIONAL SKILLS

Organisational skills

- good organisational skills gained throughout all my jobs
- great under pressure worker
- good team-leading skills gained in my first jobs as Security Responsible and Sales Manager

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Communication and interpersonal skills

- good communication skills gained through my whole experiences

● **JOB-RELATED SKILLS**

Job-related skills

- good command of quality control processes
- mentoring skills (as senior agent, I was responsible for the training and induction of new agents)

● **CERTIFICATIONS**

Certifications

ENAC (National Institution for Civil Aviation) Certificates A1 A3 and A5

A1: Personnel carrying out screening of persons, hand baggage, objects carried and hold baggage.

A3: Personnel carrying out screening of air carrier mail and material, on-board supplies and airport supplies

A5: Personnel controlling access to an airport and surveillance and patrolling (armed and not)