

Mihaela Sarbeanu

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About me: I am always energetic and eager to learn new skills, with a positive attitude and who always strives to achieve the highest standard possible, at any given task. Passionate about web development.

● WORK EXPERIENCE

30/11/2020 – CURRENT – Limassol, Cyprus

WEB DEVELOPER (WORDPRESS) - INTERNSHIP – [HTTP://H-U-M-A-N.CO.UK/](http://H-U-M-A-N.CO.UK/)

- Set up domain and website name
- Designing and building the website front-end
- Create website layout/user interface by using standard HTML/CSS/JavaScript practices
- Generating WordPress themes and plugins
- Continually improve and optimize user experience for the website
- Conducting website performance tests
- Visual Composer - used for building pages

01/11/2017 – 31/12/2020 – Limassol, Cyprus

PRODUCT ANALYST (IT) – [HTTPS://ADVANCEDHOSTING.COM/EN/](https://ADVANCEDHOSTING.COM/EN/)

- Evaluate the company's products(hosting services) and compare them against industry trends
- Develop an understanding of company products to meet the company's current and future needs
- Provide assistance with product and rating reviews
- Analyze metrics to continually improve company products
- Contribute to company operations, such as costing, inventory control, planning, and budgeting
- Assist the company in achieving short and long-term goals relating to product growth
- Work with other company departments to improve the analysis and presentation of products
- Coordinate with marketing in creating content for email templates and social media
- Successfully assist in launching new product - Cloud Servers

Limassol, Cyprus

01/05/2017 – 31/10/2017

HEAD OF CLIENT ADMINISTRATION DEPARTMENT (FOREX) – [HTTPS://CAPITAL.COM/](https://CAPITAL.COM/)

- Manage and grow both Customer Support and Back-Office departments
- Supervise the process of opening client accounts in the company systems upon reviewing the KYC documentation in line with the Company's policies and procedures
- Draft and implement all policies and procedures to be followed by the back office and customer support agents
- Review and updating existing KYC, AML and Risk procedures with close cooperation of the Compliance Department
- Monitor debits, credits and inter-account fund transfers, ensuring that mistakes are minimized
- Investigate and resolve any discrepancies in payments by communicating with banks and PSP providers
- Successfully wrote a manual for the departments
- Reporting to management regarding the performance of the departments and motivate the team
- Collaborate with the IT department in designing the CRM system
- Set up the software for tickets and chats (Zendesk)

Limassol, Cyprus

04/02/2014 – 30/04/2017

CUSTOMER SERVICE AGENT/SHIFT MANAGER(FOREX) – BANC DE BINARY LTD

- Reached monthly targets
- Holding the record in the company for the Biggest First Time Deposit
- Achieved employee of the month
- Assist customers by phone, emails and chats
- Handle and resolve customer complaints
- Maintaining a balance between company policy and customer benefit in decision making

- Ensure that all duties are done so in line with the necessary KYC, AML, and Due diligence controls
- Manage a team of around 20 people in a 2 shifts rotation pattern
- Prepare daily workloads for staff & coordinating the daily allocation of work
- Motivating the team to achieve high standards and KPI targets

Limassol, Cyprus

27/09/2010 – 31/08/2013 – Bucharest, Romania

TECHNICAL SUPPORT SPECIALIST(TELECOMMUNICATIONS) – SC COMDATA SRL / TELECOM ITALIA

- Monitor and respond quickly to incoming tickets relate to IT issues
- Reached monthly targets in for tickets resolved quality and quantity
- Resolve customer complaints following the internal procedures
- Provide operational support for back-office activities
- Liaise with all departments to resolve issues
- Process of Know-Your-Client documentation
- Participate in improving quality assurance and testing processes
- Provide training for new employees

Bucharest, Romania

● EDUCATION AND TRAINING

01/09/2020 – 02/03/2021 – Romania

WEB DEVELOPER – IT School

Interactive course with professional trainers.

The purpose of the course is to be able to build the interface of any application or web page from scratch using modern and popular Front-end techniques:

- Programming languages and Frameworks:

HTML

CSS/SASS (plus Bootstrap)

JavaScript (JSON, jQuery, Node.js, NPM, React.js)

- Responsive web design
- Systems:

Git, Github

Field(s) of study

- Web Development

<https://www.itschool.ro/>

01/06/2020 – 30/09/2020 – Limassol, Cyprus

THE COMPLETE FRONT-END WEB DEVELOPMENT COURSE – udemy.com

- Web development basics with HTML
- Cascading Style Sheets (CSS)
- JavaScript programming
- jQuery JavaScript library
- Bootstrap framework

Field(s) of study

- JWeb development

EQF level 4 | [udemy.com](https://www.udemy.com/)

01/10/2007 – 30/06/2010 – BUCHAREST, Romania

UNIVERSITY DEGREE – UNIVERSITY OF BUCHAREST

Graduator of Faculty of Foreign Languages and Literatures

Specialization: Applied Modern Language-English-Italian

Competent in intercultural communication

EQF level 6

● LANGUAGE SKILLS

Mother tongue(s): ROMANIAN

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
ITALIAN	C2	C2	C2	C2	C2
SPANISH	C2	C2	B2	B2	B2

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

● DIGITAL SKILLS

Git, Github | React/Redux | Web development HTML CSS Javascript | WordPress | Oracle Siebel CRM | Project management internal communication (Asana Basecamp Slack Google Drive G Suite) | Zendesk

● ORGANISATIONAL SKILLS

Organisational skills

Ability to multi-task, priorities, and manage time effectively
Decision-taking
Creating and keeping deadlines

● HOBBIES AND INTERESTS

Hobbies

Reading, always like to learn new things
Computing
Traveling

● COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- Ability to establish, develop and maintain good relations with people of different nation and culture
- Team work