ONEA MARIUS

From Bucuresti

Contact details

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About me

❖I am at the beginning of my career in Web Development. For some time now I have been taking programming courses and I have obtained certifications in HTML / CSS, JavaScript, React JS and MERN. Currently I am trying to develop new skills working on individual projects (www.mariusonea.ro).

❖As a background, in the last 8 years I have worked in the telecom industry and I have developed both my communication and relationship skills, as well as those of working under pressure in a results-oriented environment.

❖I am looking for opportunities to collaborate with a profile company (Web Development, Front End Development) from which I will gain experience and a decent salary, and the company will gain an employee oriented towards performance and development.

Professional experience

Experience by departments	Client Service / Call Center: **8 years and 1 month**

Apr 2020 - Sep 2021
1 year and 6 months

Retention Specialist - Vodafone

Bucharest | Client Service / Call Center | IT / Telecom

- All from the position of optimization specialist
- Identifying and developing solutions/tools to improve the department activity
- Involved in the recruitment of new staff, mentoring and training up juniors and new employees
- Taking over the requests for disconnection of the services by contacting the clients (inbound and outbound)

Acquired skills and knowledge:
Training, mentoring, Problem solving, Negotiation

Sep 2013 - Mar 2020
6 years and 7 months

Optimization Specialist - UPC

Bucharest | Client Service / Call Center | IT / Telecom

- Taking over the requests for contract negotiation by contacting the clients (outbound)
- Negotiated product prices with clients using independent judgment and discretion based on knowledge of current market conditions and company policies
- Offering optimal solutions to customers needs, applying negotiation techniques, in order to secure the customer
- Weekly assignment for monitoring and solving the churn intentions from the internal UPC general email
- Responsible for ensuring the professional integration of new agents, support for them, but also for other colleagues
- Testing new applications and equipment (electronic contract, mobile application, wifi modem) in order to provide feedback to solve problems and improve them.

Acquired skills and knowledge:
Microsoft Office, Database, Sales, Teamwork, Negotiation

Education

2010 - 2013   **Bachelor's degree - ASE**
Management | Bucharest

I graduated from the Faculty of Management within ASE Bucharest. Here I participated in various courses in management, economics, negotiation and marketing.
I have a bachelor's degree in Investment Management.

2006 - 2010   **High School / Vocational school - Spirtu Haret**
Mathematics-Computer Science | Ploiesti

I finished High School of Mathematics-Computer Science, intensive Computer Science and I have participated in the school Olympics in mathematics, physics and computer science. Here I formed the basics of programming and algorithmic thinking and I discovered for the first time Pascal, C ++, HTML and CSS.

Skills

General skills

HTML / CSS, JavaScript, React JS, Node JS, MongoDB, MySQL, Git / GitHub, Management, Creativity, Empathy, Analytical thinking, Detail-oriented

Foreign languages

english - Advanced

Other info

Certifications

MERN Fullstack Developer (Course)

acquired on Jan 2022

- ✓ Build fullstack React.js applications with Node.js, Express.js & MongoDB (MERN)

Web Development Bootcamp

acquired on Dec 2021

- ✓ Build websites, web apps and web services
- ✓ Build frontend user interfaces with HTML, CSS & JavaScript
- ✓ Build backend processes with NodeJS, Express & SQL + NoSQL databases
- ✓ Add advanced features like user authentication, file upload or database queries to websites

React JS (Course)

acquired on Nov 2021

- ✓ Build powerful, fast, user-friendly and reactive web apps
- ✓ Provide amazing user experiences by leveraging the power of JavaScript with ease
- ✓ Learn all about React Hooks and React Components

JavaScript - Advanced (Course)

acquired on Oct 2021

- ✓ Advanced HTML, CSS, JavaScript
- ✓ All core features and concepts you need to know in modern JavaScript development
- ✓ Project-driven learning with plenty of examples
- ✓ Event handling, asynchronous coding and Http requests
- ✓ Testing, security and deployment

Front-End Developer (Course)

acquired on Jul 2021

- ✓ Basic HTML, CSS, JavaScript
- ✓ Responsive web design