Contact

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Top Skills

C++
C#
Java

Languages

English (Full Professional)
Spanish (Full Professional)
German (Limited Working)

Raluca Silvia Covrig

Software Developer at Asseco South Eastern Europe
Bucharest, Romania

Summary

Middle Software Engineer with a demonstrated history of working in the financial services industry. Skilled in Analytical Skills, C#, SQL, ASP.NET, Scripting, Communication and Easily Adaptable.

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Experience

Asseco South Eastern Europe
Software Developer
December 2018 - Present
Bucharest, Romania

I'm currently working on customizing an internal Asseco product developed in Serbia, in order to be used by local companies.
The application is developed in Angular with several ASP.NET Core micro-services. We also use Entity Framework and SQL Server.

Endava
Software Developer
June 2018 - December 2018 (7 months)
Bucharest, Romania

I've worked in an AGILE team on an engineering project for a company that handled different types on payments with the headquarter in London.
There were two applications that we partially migrated from ASP.NET Webforms to MVC and several micro-services developed in ASP.NET Core.

Generali
Software Developer
April 2017 - June 2018 (1 year 3 months)
Bucharest, Romania

My team is in charge of maintaining the existing applications used internally by the other departments, as well as developing new modules and changing the functionality depending on the needs of the company. There is a main desktop applications developed in C# and SQL and several smaller applications developed using C#, SQL, ASP.NET, MVC, Entity Framework. I have also been trained to use RPA.

Phi Partners
Junior Software Developer/IT Consultant
October 2015 - April 2017 (1 year 7 months)

I work in a team of consultants for HSBC in order to customize Summit, an application used by a lot of banks worldwide, according to the needs of the client. The back-end of the application is developed in C++ and the front-end in C#. I am involved in each phase of the projects, from analysis to development, debugging, testing, documentation and release preparation. I also work with schedulers (CTRL-M), a lot of scripts (cmd and Perl) and databases (SQL).

Stefanini
6 years 1 month

Junior Software Developer
November 2014 - October 2015 (1 year)
Bucharest, Romania

Fix front-end and back-end bugs and make changes to the interface or functionality of an application developed in ASP.NET MVC with DevExpress GridView; interact with the senior software developers and Business Analyst to understand the project requirements; test and debug the application; participate in the SCRUM meetings.

Quality Analyst
January 2014 - October 2014 (10 months)

Analyze the team's activity and identify improvement areas in order to ensure the agreed standard of customer service, in accordance with client expectations and with Stefanini values; to support the team in meeting the agreed quality standards and to work towards improving the team's performance in all quality related aspects;
Performed call and ticket monitoring, analyzed internal and external quality concerns and complaints;
Tracked the received compliments, provided feedback to the team and managers;
Observed trends at individual and team level and came with ideas of improvement;
Responsible for updating all the reports regarding the quality metrics.

Dealer Application Support
August 2012 - December 2013 (1 year 5 months)

Resolve IT related issues coming by e-mail or escalated by the helpdesk agents;

Train the new employees on the applications and deliver refreshment trainings when needed;
Participate in monthly meetings with the customer and revise the KB as needed;
Perform quality check on the calls and tickets of the Spanish team members to ensure that we meet the customer quality requirements.

Technical Support Specialist
October 2009 - August 2012 (2 years 11 months)

Taking incidents and requests coming by e-mail, phone or voice mail, troubleshoot, document all customer questions and issues accurately and efficiently into the ticketing system, resolve IT related issues based on solutions found in the knowledge base, training materials, experience or escalate problems to the next level of support when necessary;
Working in a timely and efficient manner, ensuring that attendance, quality and customer service metrics are met;
Ensuring that tickets have always had a very good quality and fulfilled the objectives regarding punctuality and call metrics, helping the team meet the SLAs.

Levor Impex SRL
Hotel Receptionist
June 2008 - December 2008 (7 months)

The company has four hotels and other buildings in Bucharest and deals with hiring or selling them.
As receptionist in one of the hotels I had to make the check-in and check-out formalities, bills and cashings. I also received the customers, answered their complaints and questions about the hotel and about Bucharest and took incoming phone calls.

Education

Universitatea Româno-Americană din București
Licentiate degree, Informatics · (2011 - 2014)

University of Bucharest
Master's degree, Tourism and Travel Services Management · (2009 - 2011)

University of Bucharest
Licentiate degree, Geography · (2006 - 2009)

Colegiul National Ferdinand I, Bacau
mathematics-informatics-informatics · (2002 - 2006)