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</head>

<div class="Contact">

<h2 style="border:2px solid Tomato;">Ramona Irina Ciceu</h2>

<p><b>Email : </b>ramona.ciceu@yahoo.com</p>

<p><b>Mobile no : </b>07952973180</p>

</div>

<div class=“Personal profile”>

<h2>Personal Profile</h2>

<p>Problem-solving, time management, communication, and organisational abilities are all part of my skill set. I effectively balanced my education, employment, and other responsibilities, demonstrating my self-motivation, organisation, and capacity to operate under pressure. I have a clear, logical mind, a practical approach to issue-solving, and a strong will to see things through. I love working independently or as part of a team. I enjoy a challenge and am versatile, flexible, and eager to learn. My dedication, excitement, and drive to achieve increase my contribution and effectiveness at work. </p>

</div>

<div class="Experience">

<h2>Experience</h2>

<h3>2020- Present: 1st Line Technical Support Engineer</h3>

<h5>IT Outcomes, Whitstable, Kent</h5>

<ul>

<li>Create a new user and change the password on the server or Office 365 .</li>

<li> Maintain a high degree of customer service for all support queries and adhere to all service management principles.

</li>

<li> Respond to inquiries from clients and help them resolve any hardware or software problems. </li>

<li>Active Directory, Group Policy and Microsoft Exchange .</li>

</ul>

<h3>2018- 2020 : 1st Line Technical Support Engineer</h3>

<h5>SY Limited, Chatham, Kent</h5>

<ul>

<li>Providing technical support; answering support queries either via phone or email.

.</li>

<li>Log all calls on the call logging system and maintain full documentation </li>

<li>Create a new user and change the password on the server or Office 365. </li>

<h3>2017-2018 Dental Nurse</h3>

<h4> Gibraltar House, Chatham</h4>

<li>Assisting dentists and other dental care professionals in the practice.</li>

<li> Careful sterilising of dental instruments to ensure sterile conditions .</li>

<li>Ensuring that the dental surgery health and safety policy is adhered to.</li>

<li> Administrative duties like maintaining a patient's dental record.</li>

<li>Preparing the surgery for dental treatment.</li>

<h3>2016-2017 Trainee Dental nurse</h3>

<h5>Southern Dental</h5>

<li>Ensuring the overall standard dental treatment room and instruments.</li>

<li>Safely carry out the taking and developing of X-rays.</li>

<li> Making sure the patient is comfortable and as relaxed as possible during treatment.

</li>

<li>Assisting with all dental procedures.</li>

<h3>2015-2016 : Trainee Dental nurse</h3>

<h5>Gravesend Dental Surgery’s</h5>

<li>Assisted during consultations and procedures.</li>

<li>Ensured that surgical areas and instruments were fully sterilised.

</li>

<li>Welcomed patients and took their medical histories.</li>

<li>Provide administrative support to the reception team.</li>

</ul>

</div>

<div class="Education">

<h2>Education</h2>

<table>

<tr>

<th>School</th>

<th>Years<tr>

<td>Canterbury Christ Church, Kent </td>

<td> 2020- Present</td>

</tr>

<tr>

<td>College “Henri Coanda",Romania </td>

<td> 2003-2007 </td>

</tr>

</table>

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<li>

<h2>Skills</h2>

<p>Communication: completed group projects for my degree.

</p>

<table>

<tr>

<td><b>Team Working</b></td>

<td> a deeper understanding of the contributions each person can make to a project's advancement has come through working as a member of the work team at IT Outcomes and Sy limited. </td>

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<td> <b>Technical Aptitude </b> </td>

<td> problem-solving: Identifying and analysing problems; taking effective actions </td>

</tr>

</table>

</li>

<div class="Language">

<h2>Language</h2>

<ul>

<li>English</li>

<li>Spanish</li>

</ul>

</div>

<h3>Interest</h3>

<p>Keen to learn new platforms, tools, and programming languages.</p>

<p>I enjoy travelling and spending time with my family.</p>

<h4>References</h4>

<p>Available on request</p>

</div>

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