

Sebastian-Anton Dunduc



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I'm passionate about IT and eager to develop my skills in this field. I'm constantly seeking to learn and explore new opportunities to improve my knowledge and grow professionally in technology.

WORK EXPERIENCE

Teddy Wood Tranding SRL - Bucharest, RO – Customer Adviser

November 2021 – April 2022

- Provided customer support via phone, email, and chat to resolve issues and answer inquiries.
- Managed and processed orders, returns, and product or service-related inquiries.
- Maintained and updated the customer database with interaction history and information.
- Collaborated with other departments to resolve complex customer issues.
- Offered suggestions and recommendations to improve customer service.
- Handled complaints and negative feedback professionally and calmly.

VALORIS CENTER SRL -Remote, RO – Customer Adviser

August, 2020 - October, 2021

- Provided customer support via phone, email, and chat, ensuring all issues were resolved quickly and efficiently.
- Identified and understood customer needs to offer tailored solutions.
- Managed and documented each customer interaction in the internal system.
- Resolved customer complaints professionally, maintaining a calm and friendly tone.
- Provided customers with clear and detailed information about available products and services.
- Collaborated with other departments to resolve complex situations.
- Improved the customer experience by offering additional advice and recommendations.
- Contributed to increased customer satisfaction through positive and efficient interactions.

Decathlon- Bucharest - Sales Assistant

October 2019 - 2020

- In sales, assisted customers in selecting the right products and completing transactions.
- Achieved and exceeded sales targets by effectively engaging with customers.

EDUCATION

• **Highschool Diploma** High School Profile: Mathematics

September 2015 - May 2019

and Informatics- Carol I Fetesti

• **Bachelor's Degree** - Faculty of Computer Science Titu Maiorescu Bucharest

Start Date-October 2024 -

• **Ecdl-** European Computer Driving Licence

• **IT Degree-:** GO IT-Full Stack Developer **May 2023-August 2024**

LANGUAGE COMPETENCIES

- Romanian: native language
- English: professional fluency