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| PERSONAL INFORMATION Cristina Neagoe | |
| WORK EXPERIENCE  Dec 2018–Present              Jul 2017–Dec 2018 | Bucharest (Romania)  0767090176  maari.cristina@yahoo.com    Front office and Service Desk Team lead  Huawei Technologies Co. Ltd., Bucharest (Romania)         * Managing job performance of Front Office Team which is providing customer support in solving technical issues/fault of the system in order to deliver high quality service for customer according to KPI; * Managing job performance for different Service Desk teams which are answering to non-technical /handle technical issue from customer and dealing with a variety of service events. Support is provided for three MVNOs located in Spain and handling SPOC (Single Point of Contact) activities for hardware related issues encountered by the Mobile Network Operator; * Responsible for Incident and Problem Management/3rd party incidents resolution within SLA; * Tracking and managing the SD tickets and monitoring and handling tickets that are in jeopardy; * Responsible for Monitoring SD/FO Status; * Responsible for response time of incidents of incoming tickets in Service Desk; * Responsible to ensure strong communication FO-Frontline- proper communication; * Responsible for assign tickets to target party identified properly; * Notify the status of SLA of Service Desk//Front Office tickets to requestor; * Escalate service request- ensure all tickets can be controlled in time manner according established priority; * Communicating directly with customer representative's trough communication channel's (by telephone, email, corporate communication tools) and face to face; * Offering support and advice to customers on the organisation's products and services;   -Supporting team members in investigation and solving of complex or long-standing problems that have been passed on by customer service assistants;   * Managing customer complaints or any major incidents ensuring the resolution is provided within the SLA (Service Level Agreement) * Keeping accurate records of discussions and correspondence with customers; * Analysing statistics and other data to determine the level of customer service our organisation is providing; * Analysing and coordinating escalation/reassignments; * Improving customer relationship and customer's perception on the quality of service we are offering; |
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* Being involved in the recruitment process of new resources and assure mentor and training for onboarding resources;
* Learning about organization’s products and services and keeping up to date with changes;
* Provide 24x7 on-call support for the members of my team if needed;
* Guide and supervise the team and schedule regular training sessions with the next

lev el of support; Huawei Technologies Co. Ltd., Bucharest (Romania)

* Performed Network surveillance - preventive maintenance and also do 1st level restoration: performed troubleshooting, fault acknowledgement and fault analysis for all BSS areas: Billing, CRM, Provisioning, EAI, DWH, ERP, ETL, ACRM, OSS, MNP systems for telecom operators.
* Interacted with other Engineers, customer, technical staff and other groups within Service Delivery Organization( IM ,Back Office, Deployment, other Front Office teams)
* Controlled and managed complex technical situations/projects in a calm and professional manner (required to provide technical input in technical conference bridges) using various applications or O.S.
* Ensured that all alarms received on monitoring tools or via e-mail were properly handled and escalated if needed.
* Ensured that daily tasks were performed correctly by the members of the shift. Ensuring that all the procedures assigned to members of the team were properly done.
* Used effectively telecom knowledge and UNIX and ORACLE knowledge to manage faults and customer’s demands.
* Provided resolution to service requests and faults identified by 3rd parties or raised via a corporate system that relate to BSS systems.



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|  | Cristina Neagoe |
| Feb 2016–Nov 2016  Jun 2014–Oct 2014 | Commercial sales representative  Clock Promo SRL, Bucharest (Romania)     * Adding customers in the company database * Searching different details regarding customer information based on my daily tasks * Promoting and direct selling of the goods and services of the organization * Joining the organisational sessions and training provided by the company * Regular preparation of synthesis materials (reports, statistics, presentations) - Achieving a target based on the monthly requirements   Bank operator  Raiffeisen Bank, Slatina (Romania)     * Promoting and selling products and simple services to customers * Carrying out current operations and foreign currency, according to the requests made by the customers * Checking the documents ordered by customers * Know the flow of activities from the company * Assistance in crediting operations |
| EDUCATION AND TRAINING    Oct 2012–Jun 2016  Faculty of Finance, Insurance, Banks and Stock Exchanges  Academy of Economic Studies, Bucharest (Romania)  Sep 2007–Jun 2011  Mathematics and information technology  National College "Ion Minulescu", Slatina (Romania)  PERSONAL SKILLS    Mother tongue(s) Romanian | |

Foreign language(s)

English

Spanish



UNDERSTANDING



SPEAKING



WRITING



Listening



Reading



Spoken interaction



Spoken production



C1



C1



C1



C1



C1



C1



C1



C1



C1



C1

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

[Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr)

Attentive listening , Clarity and Concision , Diplomacy , Open-Mindedness , Interpersonal

Communication skills skills

Organisational / managerial skills - Good ability of working in a team and motivated by a good team environment

* Good organisational skills
* Strong Software skills;
* Knowledge about Fault Management
* Strong customer service, communication and interpersonal skills
* Ability to manage high pressure situation;
* Problem solving capabilities
* Flexibility and ability to adapt to ambiguous and changing situation;
* Competent and able to make the presentation and theoretical motivation of a product
* Knowledge of basic concept of both ITIL v2 and ITIL v3- a workable knowledge in IT industry;
* Acknowledge SD and FO performance processes;
* Efficient, reliable, communicative, ambitious, dynamic person. Team spirit, open minded, ability to listen and to adapt to different situations



Cristina Neagoe

Job-related skills ▪ Leadership - able to lead the team in an efficient manner.

▪ Experience - accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult situations.

▪ Communication - listening to the team and working with them to produce results within their position.

* Strong customer service and communication in order to improve the relationship and customer perception.

▪ Knowledge - learning organization’s products and services to be able to support the team in delivery of high quality customer services.

▪ Time Management - prioritizing tasks, making time to communicate with the team, and accomplishing goals throughout the week.

▪ Reliability - being available for the team and supporting them whenever is needed.

▪ Delegation and Organization - ask the team members to help complete different tasks according to their level of competence.

▪ Confidence - confident in my abilities, experience, and decisions. Working to be an inspiration for the team.

▪ Respect for Employees - listen and communicate with the team, offering them knowledge and guidance. Keeping a certain level of transparency, appraising and recognizing their work and improvement

Digital skills



SELF

-

ASSESSM

ENT



Information



processing



Communication



Content



creation



Safety



Problem

-



solving



Proficient user



Proficient user



Basic user



Proficient user



Proficient user



[Digital skills](http://europass.cedefop.europa.eu/en/resources/digital-competences)

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[Sel](http://europass.cedefop.europa.eu/en/resources/digital-competences)

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