

## Contact

alexandracufteac@gmail.com

www.linkedin.com/in/

alexandracufteac (LinkedIn)

## Top Skills

Front-end Development

Manual Testing

JavaScript

## Languages

Romanian (Native or Bilingual)

English (Professional Working)

## Certifications

The Web Developer Bootcamp

CSS Essential Training 1

CSS Essential Training 2

CSS Essential Training 3

Beginner Front-end Web Developer Course

# Alexandra Cufteac

Technical Support Specialist

Timis County, Romania

## Summary

Passionate and involved customer voice with an appetite for finding the "why's" and "how's" of technical dilemmas, looking to expand my horizons in a web development career.

On the side I am practicing the following technologies, through various personal projects:

-HTML5, CSS, Bootstrap 4;

-JavaScript;

-Frameworks: Vue.js;

-Web Requests, CRUD, AJAX, JSON;

-GitHub, Version Control

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## Experience

123FormBuilder

Technical Support Specialist

July 2018 - Present (2 years)

Timisoara

- Providing level 1 & 2 online support to our valuable customers across the world: individuals, small businesses and corporations.
- Assisting the customers and the team with HTML, CSS and JS.
- Developing custom JS scripts to manipulate the behavior or design of the forms.
- I am using on a daily basis: Jira, Confluence, browser developer tools, Graylog, BrowserStack etc.
- Creatively building individual solutions to meet complex requests. Nothing is impossible!
- Performing manual testing of the product's new features & testing of the established functionalities.
- Aiding the QA team in reporting bugs to the development team & testing of the solutions.
- Researching and applying quick fixes for reported bugs to ensure the client satisfaction.

My achievements include:

- Constant very high customer satisfaction ratings (over 95% CSAT)
- Providing solutions to clients when they seem impossible by going the extra mile every time, through my own efforts and research or by collaborating efficiently with our team

### Fundatia PentruVoi

Special Educator

2017 - 2018 (1 year)

Timisoara Metropolitan Area

In charge with designing and conducting educational activities for the social and psychological development of the beneficiaries. Responsible to foresee difficulties, prevent stress factors and solve conflicts.

I developed quick problem solving, multitasking, organization skills, decision making and attention to details.

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## Education

Universitatea de Vest din Timișoara

Bachelor's degree, Psychology · (2014 - 2017)