

🏠 Aleea Raul Targului 2, 041806 Bucharest 📞 0726593096 ✉ dan.plotnic@gmail.com

Date of birth

29-10-1996

Nationality

Romanian and Moldavian

Gender

Male

Website

<https://portfolio-daniel.netlify.app/>

Place of birth

Chisinau

Driving licence

B, B1

Dedicated and versatile professional with a strong background in translation and customer data management, leveraging over 4 years of experience as a Translator and Operations Customer Service Representative III. Possesses strong linguistic abilities, meticulous attention to detail, and a commitment to delivering outstanding customer service.

Driven by a profound passion for web development, aspiring to transition into the role of a Front-End Developer. Currently undertaking comprehensive training in HTML, CSS, JavaScript, React, and Node.js to acquire the necessary skills for a successful career in web development. Eager to combine linguistic expertise with technical proficiency to create visually appealing and user-friendly websites.

EDUCATION AND QUALIFICATIONS

Baccalaureate diploma

"Gaudeamus" High school, Chisinau

Sep 2012 - Jul 2015

Marketing degree

Bucharest University of Economic Studies, Bucharest

Oct 2015 - Jul 2018

COURSES

The Complete Web Developer

Udemy

Oct 2023 - Dec 2023

In-depth coursework covering fundamental and advanced concepts in web development, equipping me with a robust skill set to create dynamic and responsive web applications.

1. **HTML:** Proficient in creating semantically structured and accessible markup for web pages.
2. **CSS:** Mastery in styling and layout techniques, including responsive design and CSS frameworks.
3. **JavaScript:** Comprehensive understanding of JavaScript programming, including DOM manipulation and asynchronous programming.
4. **React:** Extensive hands-on experience in building interactive user interfaces using React library, including state management and component-based architecture.
5. **Node.js:** Proficient in server-side JavaScript development using Node.js, including creating RESTful APIs and working with Express.js.

CERTIFICATES

<https://www.udemy.com/certificate/UC-7978bc47-bc0f-4e2d-9794-0b3c3db83872/>

WORK EXPERIENCE

Translator

PROIRVAS, Chisinau

Aug 2018 - Feb 2019

Worked as a translator, mostly with Russian and English language.

Translator

Dialog Group SRL, Chisinau/Bucharest

Mar 2019 - Oct 2020

Conducted precise translation services, ensuring accurate communication between English and Russian

Customer data provider (Operations CSR III)

May 2021 - Sep 2023

TELUS International Europe, Bucharest

Worked as a support agent on the Airbnb team. Managed reservations, accounts and troubleshooting.

Assumed a critical role in the Operations team, managing customer data with precision and efficiency.

Acted as a primary point of contact for clients, responding to inquiries, resolving issues, and ensuring customer satisfaction.

Assisted in the development and implementation of training programs for new team members, ensuring a smooth onboarding process.

SKILLS

HTML	Experienced
CSS	Experienced
JavaScript	Skillful
React.js	Intermediate
Node.js	Intermediate
Git	Skillful
GitHub	Skillful
Microsoft Office	Experienced
Adobe Photoshop	Experienced
Adobe After Effects	Skillful
Customer-oriented skills	Expert

LANGUAGES

Romanian	Native
English	C1
Russian	C1

INTERESTS

Travelling, Hiking, Swimming

REFERENCES

Vasiliev Victor

Dialog Group SRL

079172413

dialog.group19@gmail.com

Irina Melnic

TELUS International

0755779609

irina.melnic@telusinternational.com