

# COSMIN ADRIAN BEJINARIU



## INFORMATION

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## PROFESSIONAL SKILLS

- HTML
- CSS
- SASS
- JavaScript
- Git
- React
- SEO and Google Analytics
- Sales
- Marketing

## PERSONAL SKILLS

- Reliable and professional
- Organized
- Time management
- Team player
- Motivated
- Confident communicator
- Content creation

## FOREIGN LANGUAGES

- English B2

## ABOUT

I am looking for new opportunities to learn, grow, and provide as much value as possible through my work. I am goal-driven, optimistic, motivated, and focused to succeed in whatever life throws at me.

## WORK EXPERIENCE

### TECHNICAL SUPPORT SPECIALIST

Signant Health, Iasi (Romania) | Feb 2019 - present

- Working with Project Managers to ensure complete support of applications in scope
- Guiding the clients on the most suitable solution, ensuring that all recommendations are achievable within the scope of the product
- Support eCOA solutions using TrialMax platform (Web, Slate, Touch, App) according to the requirements gathered and interpretation of the client clinical protocol
- Ensure knowledge and understanding remains up-to-date with new releases and updates from TrialMax, RaterStation, and mProve platforms.
- Regularly communicate the status updates of assigned tasks to internal and external parties
- Investigate and propose solutions for change in requirements or potential issue/bugs
- Working with Project Team and different support departments to ensure client needs are fulfilled based on study requirements
- Support onboarding and training/mentoring of new hires
- Maintaining a close relationship between client and support team
- Managing different ticketing queues effectively taking into account customer's needs, SLAs while also maintaining the quality
- Acting as an escalation point for Level 1 technicians

### SENIOR DESKTOP ANALYST

Capgemini, Iasi (Romania) | Feb 2017 - Feb 2019

- I had the opportunity of managing crucial systems like Microsoft Active Directory Domain Services, Microsoft Exchange Server 2010/2013, Microsoft Lync/Skype for Business Server 2010/2013, Microsoft Sharing Servers (Share Drives), Microsoft Azure Cloud Computing Platform & Services, and Office 365 Solutions
- Monitoring servers, desktops, and laptops activities to ensure their performance and availability at all time
- Test system modifications and enhancements together with Technical Engineers
- Manage ticketing system according to ITIL guidelines
- My team was responsible for managing outages related to different aspects of the systems we maintain
- Perform daily reports related to the overall health of the systems we managed
- Creating a comprehensive report every month for the onboarding and offboarding process
- Working closely with our Cybersecurity Team, to create, manage and remove employee accounts when necessary

## CUSTOMER SERVICE ADVISOR

Capgemini, Iasi (Romania) | Aug 2016 - Feb 2017

- Receiving and dealing with all initial customer communications, by phone, mail, or chat
- Guiding all customer issues to a satisfactory conclusion
- Assisting management with customer service policies
- Creating and maintaining customer call tickets according to ITIL guidelines
- Promoting the supportive image of the company in every way possible
- Calmly deal with often challenging issues in the customer complaints department
- Ensure customer satisfaction and trust was re-built beyond expectation
- Escalate calls to relevant departments when required

## KITCHEN ASSISTANT

Lion Inn, Winchcombe (United Kingdom) | Jan 2014 - Jan 2016

- Being in charge of 3 people
- Being responsible for the merchandise, checked, sorted, and properly placed
- Being responsible for the kitchen cleanness, tidiness, and manageability

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## EDUCATION

### JUNIOR FRONT-END DEVELOPER

Wantsome - Your friendly IT academy | Oct 2020 - present

- Learning the create a UI and UX using best practices and what is the workflow
- Learning different types of working methodologies like Waterfall, Agile, Scrum, KanBan, and also working with Git
- Structuring a web app/page using HTML
- Applying a design using CSS with flex and grid functionality and later on for much easier implementation using SASS
- Learn how to make the web app/page interactive using JavaScript variables, data types, operators, strings, arrays, loops, conditional statements, functions, objects, callbacks, basic algorithms, dom manipulation, events, variables, scopes, hoisting, arrow functions, rest, spread operators, destructuring, functional programming, prototyping, classes, inheritance, oop, framework basics with react and more
- Best practices and things to avoid as a junior developer

### HIGH-TICKET CLOSER IN B2B AND B2C

Dan Lok University | Nov 2019 - present

- What is the meaning of sales and what are the benefits of learning sales
- Psychology of the consumer
- Learning types of personalities and how you can adapt
- Adapting to continuous changing markets
- How to implement your sales skill into everyday use
- How you can sell a product or service no matter the audience
- Why learning sales is the most important skill