



MIHAELA HABGOOD

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12 Main Street, Failsworth, Manchester, Greater Manchester
M35 9PD

Education

2019

CPD Certified Oplex Careers

Admin & Secretarial Skills Level
3: Admin & Secretarial

2012

Oracle University | *Oracle Global University*

RightNow Cust Portal Design &
Contact Ctr Exp Designer Adm 1:
IT Service Design and Delivery

2012

Oracle University | *Oracle Global University*

RightNow Customer Service
Administration Rel 11.11 TOD: IT
Service Design and Delivery

2012

Oracle University | *Oracle Global University*

Oracle Application Express:
Developing Web Applications Ed
2: IT Service Design and Delivery

2011

Oracle University | *Oracle Global University*

Oracle Database 11g:
Administration Workshop I Ed 2
LVC: IT Service Design and
Delivery

2009

BCS Iseb Qualifications | *Oracle Global University*

ITIL Version 3 Foundation: ITIL

2009

Profile

Hard working, trustworthy, loyal, with a previous vast and varied expertise and work experience, multiple transferable skills, bilingual, punctual, pro-active, calm, self starter and results oriented.

Skills

Customer Technical Support
Admin & Secretarial Skills Level 3
Bilingual: Romanian and English languages
Full driving license
IT Service Design
IT Service Delivery
IT Technical Support
Incident Management
Service Reqeests / Ticket Management
Major Incident Management
Problem Management
Escalation, KPIs, ITIL
Windows, Linux
System Administration
Provisioning services
Pro Active Monitoring
Oracle Administrator
Oracle Systems
CRM, Oracle DBA
Extremely organised
Self-motivated
Attention to detail
Types at 70 wpm

Work history

05/2017 - Current

SASA Foods Ltd | Manchester, Greater Manchester
Team Member

- Maintaining high standards of customer service during high-volume, fast-paced operations.

Oracle University | *Oracle*
Global University
Enterprise Linux: Linux
Fundamentals Ed 1: IT Service
Design and Delivery

2008

IANLP | *Bucharest, Romania*
NLP Practitioner International
Association of NLP: Personal
Development / Psychology

2007

Mind Master | *Bucharest,*
Romania
NLP Professional Start & NLP
Professional Intensive: Personal
Development / Psychology

1997

Emil Racovita | *Galati, Romania*
GCSE
RQF Level 3 / SCQF Level 6-7 /
CQFW Level 3. Overall standard
of GCE Advanced (A) level /
Scottish Advanced Higher /
Scottish Baccalaureate /
Advanced Welsh Baccalaureate

01/2016 - 05/2017

S.C. Aha Tools S.R.L | Bucharest, Bucharest
Principle / Owner
Owner of Escape Room Operator Business.

01/2009 - 12/2012

Oracle | Bucharest, Bucharest
System Administrator

- [Https://www.oracle.com](https://www.oracle.com)
- Global IT Field Services: Design, deployment, testing and migration of teams into new platforms and tools.
- Oracle University QA: ProActive monitoring and quality assurance based provisioning services.
- Oracle University Global Support: Provisioning, Ongoing Incident solving and workflow improvement.
- Ticket / Service Request management, Incident Management, for External and Internal Customers (Oracle Staff, Oracle Trainers, Oracle Sites).
- 24X7 ROTA to cover AMER, EMEA and APAC.
- Scored in top 10% of employees in successful resolution of issues, exceeded KPIs.
- Identified and solved technical issues with a variety of diagnostic tools.
- Managed call flow and responded to technical support needs of customers.
- Provided base level IT support to non-technical personnel within the business.
- Installed software, modified and repaired hardware and resolved technical issues.
- Resolved problems with malfunctioning products.
- Remained up-to-date on the latest technologies and solutions applicable to company products.
- Activated accounts for clients interested in new services.
- Followed up with clients to ensure optimal customer satisfaction.
- Resolved customer issues in a clear, courteous and straightforward manner.
- Investigated and resolved customer enquiries and complaints in a timely and empathetic manner.
- Effectively communicated with and supported sales, escalated Service Requests to Problem Management Team.

01/2008 - 12/2009

Eco Corc SRL | Bucharest, Bucharest
Consultant

- A time-determined project to promote and transition company's services and products in East and West Europe.

01/2007 - 12/2009

Diperia Vita Med S.R.L. | Bucharest, Bucharest
Consultant

- Responsible with company's brand strategy and media image; design, deployment and maintenance of website and database; Network PCs and medical devices troubleshooting and upgrade.

01/2006 - 12/2007

Pro Casa Agency | Targoviste, Dambovita, Romania
Manager Assistant

- Administrative and secretarial duties; design, deployment and maintenance of site and customers database; Company's PCs troubleshooting and upgrade.

01/2000 - 12/2005

Profesional M SRL | Galati, Galati, Romania
Owner / Principle

- Others types of education; trained and certificated +1000 students in Fashion Modelling field.

References

Upon request.