|  |
| --- |
| Stefanut Roxin Bosneag |
| 6 Crabtree Crescent  Sheffield  S5 7BL  Mobile Number: 0788 838 686 / 07407 262 575  E-mail Address: roxyn.styll@yahoo.ro |
|  |

|  |
| --- |
| *A technically minded person who is prepared to adapt to various environments and is willing to work unsocial hours. Excellent team working skills and is willing to participate in training to enhance existing skills or to help develop new ones.* |

**K**EY **S**KILLS

* A good level of fitness
* The ability to work quickly and well
* The ability to complete paperwork and count stock items
* An understanding of health and safety regulations
* A thorough knowledge of operating systems, networking, hardware and software
* Excellent problem-solving skills
* The ability to explain problems and solutions clearly to non-technical users
* The ability to prioritise, work under pressure and meet deadlines
* Multi Lingual in Romanian and English
* DRIVER CAT B

**C**AREER **H**ISTORY

|  |  |
| --- | --- |
| WINCATON LOGISTICS  Lichfield  FEB 2018 – PRESENT **DESPATCH CONTROLLER / LOADER**  **Key Responsibilities**   * Picking and packing orders * Loading goods for dispatch * Keeping records of stock * Keeping paperwork up to date * Meticulous attention to detail. * Strong work ethic. * Experienced in stock management software. * Physically and mentally fit. * Calm head and solid problem solver. * Clear understanding and appreciation of health and safety procedures. * Provide superb customers skills * Ensure all the stock is going at the time and is loading using H&S procedure * Scan all the barcodes for maintain a good track of orders   EDM GROUP  Wilenhall  OCT 2017 – JAN 2018 **DATA ENTRY OPERATIVE**  **Key Responsibilities**   * Entering customer and account data from source documents within time limits * Compiling, verifying accuracy and sorting information to prepare source data for computer entry * Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output * Keep information confidential * Time management skills * Ability to “Read Customers”   DELTA SOURCING GROUP  Sutton Coldfield  NOV 2016 – OCT 2017 **CUSTOMER SERVICE ADVISOR**  **Key Responsibilities**   * Ability to really listen to customers for providing great service for a number of reason * Clear communication skills * Knowledge of the products * Ability to use “Positive Language” * Acting skills * Time management skills * Ability to “Read Customers” * A calming Presence   AMAZON BHX1 | |
| *Rugeley* | |
| Oct 2015 – Jun 2016 | **STOW** |
| **Key Responsibilities**   * Taking delivery of goods and supplies * Checking for damaged or missing items * Storing goods and moving stock around by hand, using lifting gear * Picking and packing orders * Loading goods for dispatch * Keeping records of stock * Keeping paperwork up to date * Cleaning work areas | |

|  |  |
| --- | --- |
| LUCKY ENTERPRISES | |
| *Romania* | |
| Jun 2011 – Oct 2015 | **Computer Technician** |
| **Key Responsibilities**   * Visiting home users to set up their pcs or fix faulty equipment * Testing systems to make sure that they are working properly * Servicing printers, scanners and other office equipment * Preparing cost estimates for new installations * Carrying out routine administration * Talking to clients to get details of faults * Working out the reasons for a fault and explaining these to the client * Setting up new equipment and upgrading existing systems * Recording problems and their solutions for future reference | |

|  |  |
| --- | --- |
| TELEKOM ROMANIA | |
| *Romania* | |
| Jan 2011 – May 2011 | **Customer Service** |
| **Key Responsibilities**   * Answering customer enquiries or passing them on to another department * Giving information and helping to solve problems * Selling products or taking orders * Arranging services for customers * Handling complaints and passing them on to a manager if required * Entering customer information onto a computer database * Taking payment for goods or services * Giving refunds | |

**C**AREER **S**UMMARY

|  |  |  |
| --- | --- | --- |
| 2011 – 2015 | BOSNEAG STEANUT, IT, Romania | **Self Employed Technician** |

**E**DUCATION AND **T**RAINING

* 2019 - PRESENT UNIVERSITY OF BIRMINGHAM ( PART TIME )

***BUSINESS AND MANAGEMENT***

* 2019 HIGHFIELD QUALIFICATIONS

***HIGHFIELD LEVEL 2 DIPLOMA AWARD for Working as a CCTV Operator ( Public Space Surveillance ) within the Private Security Industry***

|  |  |
| --- | --- |
|  | UNIVERSITY OF INFORMATICS , Romania |
| * 2011 - 2015 | ***Gained a diploma in INFORMATICS*** |

**I**NTERESTS

|  |  |  |  |
| --- | --- | --- | --- |
| · Shopping | · Football | * IT | * Cars |

**R**EFERENCES

References will be made available on request.