

# MIHAI MISAI

Manchester, M97GN | 07954815583

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**Attention to detail, excellent skills in communication acquired in over 10 years of experience, trained in digital skills and software development, with a passion for programming and willingness to learn more skills looking to make a career switch into software development**

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## KEY SKILLS/ AREAS OF EXPERTISE

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- Javascript
- Python
- MySQL
- HTML+CSS
- Git & GitHub
- Attention to detail
- Communication skills
- Improving organisational processes
- Operations management
- Team management
- Sales and customer support
- Administration
- Social media advertising
- Advanced MS Excel
- Full, clean driver's licence (16 years)
- Native speaker of Romanian

## DEVELOPER TRAINING

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### **Digital Skills Bootcamp: Software Development**

*Twelve week intensive bootcamp covering the fundamentals of Web and Software development.*

*Just IT, Manchester - March 2023*

### **Digital Bytesize Creative Skills Course**

*Back 2 Work Training, Manchester - October 2022*

- **Level 1 Certificate in Skills for Creative Industries**
- **Level 2 Certificate in Digital and IT skills**
- **Level 2 Award in Web design and Development**

### **Digital Marketing Bootcamp**

*DMS 4 All, Manchester - June 2022*

### **Advanced HTML5 and CSS3 Specialist -**

*CIW-October 2020*

## DEVELOPER EXPERIENCE

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- ▮ Built websites for my businesses (2Busy Studio/ Personal Trainer) and my portfolio
- ▮ Digital shopping list app
- ▮ Film database
- ▮ Games: Letter Quiz, Blackjack, Rock Paper Scissors

## WORK EXPERIENCE

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### **2Busy\_Studio, Manchester** **Business owner**

**2022 – 2023**

- Provided mobile car detailing services; premium packages of paint correction and protection.
- Successfully built the business from zero, attracting and retaining dozens of customers by offering excellent services, with great attention to detail.
- Proved myself able to learn new things fast and understand technical information quickly.
- Designed a professional, user-friendly website, making it easy to drive business up; implemented effective marketing strategies on social media (Google Business, Facebook, Instagram), resulting in increased revenue.
- Successfully managed daily operations of mobile car detailing services across Manchester, ensuring timely delivery of services and customer satisfaction.

- Developed and implemented financial tracking systems and reporting procedures, ensuring accurate financial data for analysis and reporting purposes, using complex Excel formulas.
- Kept tabs on financial flows; performed financial analysis and accounting for tax purposes.

#### **Freelance Personal Trainer, Manchester**

**2018 – 2022**

- Developed personalised health and fitness plans for clients, provided advice on nutrition; encouraged and tracked their progress towards their fitness goals; worked with over 50 long-term clients, consistently receiving positive feedback and reviews.
- Designed and implemented customised training plans for clients, resulting in improved physical fitness and health outcomes.
- Built and managed a professional website and multiple social media accounts; promoted events; successfully drove up engagement with both existing and prospective clients.
- Developed and implemented a GDPR-compliant database storing clients' fitness plans; as well as an invoicing system, ensuring timely and accurate payment for services rendered.

#### **Fixter, Manchester Operations Associate**

**2017 – 2020**

- Worked for a Venture Capital-backed Series A tech startup that aims to revolutionise car servicing by making it quick and convenient.
- Initially hired as a driver, I was promoted to management due to my excellent technical knowledge, business acumen, my willingness to mentor other employees and to improve business processes.
- Managed a team of 60 drivers and oversaw live operations, as well as driver recruitment, improving driver professionalism, and the quality of service delivered; used extensive experience and knowledge of the sector to train and mentor drivers.

#### **iCredit, Bucharest, Romania Team Manager**

**2016**

- Worked for a leading consumer credit firm providing short-term unsecured loans.
- Took over a loss-making department that failed to meet KPIs; within a year, turned it around to profitable, through carefully monitoring the quality of sales; providing training, coaching and mentoring to sales representatives; more than doubled the sales, significantly increasing revenue for the company.
- Developed and implemented a reporting system; provided accurate and timely data to senior management. Streamlined reporting procedures, effectively cutting down on unnecessary meetings and saving time for my employer.

#### **Euro Cosimo, Bucharest, Romania Senior Manager**

**2015-2016**

- Successfully implemented strategies and procedures for business development and post-sales client care, resulting in increased revenue and growth opportunities for the company.
- Introduced new innovative outdoor advertising products to the Romanian market.
- Developed and presented high-quality portfolios to customers, resulting in increased customer satisfaction and positive reviews

#### **FORMAL EDUCATION**

#### **OTHER TRAINING AND EXPERIENCE**

**Academia de Studii Economice (ASE)**  
**Master's Degree - Business Development**  
**Bucharest-Romania - 2014-2016**

▮ **Active IQ - Level 3 Certificate in Personal Training**  
**2018**

**University of Bucharest,**

***Bachelor's Degree - Public Administration***  
*Bucharest-Romania - 2008-2011*

▮ Created an e-book on healthy lifestyle and nutrition  
(2015)