



RICIAN PETRU ALEXANDRU

Customer Service Representative - Tenen Group LTD,

From Constanta

Contact details

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About me

"Foreign languages" such as HTML, CSS and JavaScript are my passion, therefore I'm looking for an opportunity to expand on my knowledge and provide value to your company.

Don't take my word for it. Instead, please have a look at my portfolio of Web Applications:

** <https://ricianalex.netlify.app/> **

Professional experience

Experience by departments

Client Service / Call Center: **8 years and 5 months**

Nov 2017 - present
4 years and 10 months

Customer Service Representative - Tenen Group LTD,

Remote (from home) | Client Service / Call Center | Call-Center / BPO

I work for the customer service department and offer support via E-Mail in German and English.

A very good knowledge of German grammar is needed in order to provide best quality customer service.

Acquired skills and knowledge:

Microsoft Office, customer management, customer-oriented, customer relation

Nov 2013 - May 2017
3 years and 7 months

Customer Service Representative - Arvato Services SRL

Brasov | Client Service / Call Center | Call-Center / BPO

I worked for 3 different departments:

- Amazon.de customer service (E-Mail, Chat and Phone- german language)
- technical department of the Kindle Amazon.de Manufacturer (E-Mail and Phone- german language)
- technical support offered by amazon for a variety of electronic products (E-Mail and Phone- german and english languages)

Acquired skills and knowledge:

good communication skills with customers, repair / install hardware and software

Education

2022 - present

React JS Course

Scrimba.com

- React JS methodology and component based architecture
- React JS Hooks
- working with APIs and databases
- building and deploying 3 personal React projects: Notes App, Trivia Game, eCommerce Website (still in development)

2022 - 2022

Salesforce Commerce Cloud Front-End

OSF Academy by OSF Digital

- understanding Salesforce Commerce Cloud systems and tools, such as Business Manager and Storefront Reference Architecture
- implementing new features to the Storefront Reference Architecture using the tools provided
- understanding and working according to the MVC (Model View Controller) architecture
- OSF Academy Certificate of completion

2022 - 2022

JavaScript Course

Scrimba.com

- JavaScript syntax and OOP
- JavaScript variables, conditionals, loops, arrays, functions, event listeners, DOM Events
- 3 practical JavaScript projects

2021 - 2022

HTML/CSS Course

Skillshare.com

- HTML5 syntax and basic programming principles
- CSS syntax and website styling skills
- Building my first Website

2008 - 2012

High School / Vocational school - Andrei Barseanu

Economy | Brasov

Skills

General skills

troubleshooting hardware and software, Microsoft Office, Ability to work under pressure, Team worker, JavaScript, HTML / CSS, Web programming

Foreign languages

english - Advanced, german - Advanced

Other info

Driving license

Category : B / attained: 24 Feb 2011