

IT Help Desk Technician la Superbet

Rezumat

A highly motivated and hardworking individual, extremely flexible, currently seeking a new challenge in my career to broaden my horizons and to gain a new skill-set.

I consider myself excellent at developing relationships due to the proven communication skills, attention to detail and open-minded approach to problem solving.

With a can do attitude, I have a strong desire to make a real and measurable difference to the company I will work for.

Experiență

Superbet

IT Help Desk Technician

iulie 2020 - Present (4 ani 2 luni)

București, România

- Serving as the first point of contact for shop operators seeking technical assistance via ticketing system.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by shop operators.
- Walk the operator through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.
- Record events and problems and their resolution in logs.
- Effectively managed small to medium-sized projects, ensuring their efficient completion through the implementation of streamlined work procedures.
- Develop procedures for both new and existing colleagues and lead training sessions to ensure their understanding and proficiency.
- Occasional leadership responsibilities, effectively managing team efforts to achieve the

Aptitudini principale

Management de proiect

Teamwork

Communication

Languages

Engleză (Limited Working)

Certifications

Google IT Support Specialization

CS50's Understanding Technology

Google IT Support Certificate

targets in a timely manner.

STEP IT Academy

Account Manager

mai 2019 - iunie 2020 (1 an 2 luni)

București, România

- Approach customers and offer them advice on products to persuade them to buy.
- Locate products on behalf of customers.
- Deal with complaints in a patient and helpful manner.
- Update customer information in databases.
- Go the “extra mile” to meet targets.

RCS & RDS

Customer Service

februarie 2018 - iunie 2018 (5 luni)

Bucharest, Romania

- Answers incoming customer calls regarding billing issues, product problems, service questions and general client concerns.
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller.
- Update customer information in the customer service database during and after each call.
- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies.
- Impact the company’s bottom line by problem solving and turning frustrated clients into repeat customers.

Vodafone

1 an 3 luni

Sales Advisor

septembrie 2017 - noiembrie 2017 (3 luni)

Bucharest, Romania

- Approach customers and offer them advice on products to persuade them to buy.
- Locate products on behalf of customers.
- Deal with complaints in a patient and helpful manner.
- Update customer information in databases.
- Go the “extra mile” to meet targets.
- Operate cash registers and close daily revenues.

- Maintain a clean and orderly environment in the store.
- Arrange merchandise on shelves according to popularity and other criteria.

Retention Specialist

septembrie 2016 - septembrie 2017 (1 an 1 lună)

Bucharest, Romania

- Develop new strategies for customer retention activities.
- Respond to customer queries and address service complaints in a timely manner.
- Work with Sales Manager in implementing sales promotion activities.
- Track contracts that are soon to be expired and contact customers for renewals.
- Develop product presentations and demonstrations to customers.
- Analyze customer feedbacks and develop new techniques to ensure customer retention.
- Build positive working relationships with customers for repeat businesses.
- Perform customer negotiations and reach a fair conclusion from both business and customer perspectives.

Studii

Step IT Academy Romania

Web Development & Design · (octombrie 2018 - octombrie 2019)

Liceul Teoretic Bilingv "Ita Wegman"

Bacalaureat, Matematică și informatică · (2012 - 2016)