👤 25 years
♂ Male
📍 Chișinău

in ⚙

TOP Skills

- **Customer communication & conflict resolution** · *2 years*
- **English proficiency (written and spoken)** · *2 years*
- **Remote tools** · *2 years*
- **Software Troubleshooting** · *2 years*

Preferences

- Full-time
- Hybrid
- Remote
- In-house

Languages

- **Romanian** · Communication
- **Russian** · Native
- **English** · Fluent

Skills

- HTML
- CSS
- JavaScript (Programming Language)
- React
- Tailwind
- React Router

Front-End Developer

About me

Currently shifting towards Front-End Development, focusing on React, TypeScript, and building responsive, accessible UIs. My background in tech support taught me to dig deep into problems, work under pressure, and prioritize user experience — skills I now apply to coding every day. I'm eager to join a product-focused team where I can grow as a developer and contribute to building intuitive, user-friendly interfaces.

Work experience

Technical Support Engineer (with English) · Stefanini · Chișinău

August 2022 - September 2024 · 2 years 2 months

Provided comprehensive technical support to end-users, resolving software, hardware, and
network issues efficiently and effectively.
Delivered high-quality customer service in English, maintaining a professional and
empathetic tone to ensure customer satisfaction.
Diagnosed and troubleshot complex technical problems, escalating to higher-level support
when necessary.
Created and maintained detailed documentation of support cases, solutions, and procedures
to enhance knowledge sharing and team efficiency.
Worked closely with other departments such as engineering and product management to
provide feedback and improve product quality.

Skills: Customer communication & conflict resolution, English proficiency (written and spoken), Remote tools, Software Troubleshooting

Desired industry

- IT, Tech

Education: Incomplete higher

- Git & Github
- Vite
- Figma
- NextJS
- React Toolkit
- Zustand
- Jest
- Docker(basic)
- REST API
- Fetch
- Axios
- MongoDB

Universitatea de Stat din Moldova
Graduated in: 2022
Faculty: Facultatea de Matematică și Informatică
Speciality: Informatică aplicată