

# GABRIELA SAFTOIU

Junior Front-End Developer



## About Me

I am a hard-working and driven individual who isn't afraid to face a challenge. I would describe myself as an open and honest person who doesn't believe in misleading other people and tries to be fair in everything I do.



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Oxford, UK

## LANGUAGE

- English(fluent)
- French (fluent)
- Romanian(mother tongue)

## CERTIFICATES

### SheCodes Diploma:

Junior Front-End Developer:

<https://www.shecodes.io/diplomas/e78e92bd7c9f49359cfla2c987d1af52>

## EXPERIENCE

**IT Support Technician - Howden Insurance, Witney , UK**

**April 2023 - up to present**

- providing customer service for technical and network issues;
- performing troubleshooting through remote sessions
- onboarding/offboarding users, processing peripherals orders

**Technical Services Coordinator - European Electronique, Eynsham**

**Nov 2021 - Nov 2022**

- responsible for maintaining the quality ticketing system performing troubleshooting procedures through remote sessions

**Customer adviser with French & English -Ebbon-Dacs, Wootton**

**March 2021 - Nov 2021**

- customer support for two of the company's apps, handling customer enquiries in French and English, answering any questions and queries over the phone, chat or email

**IT Support Engineer with English and French -Stefanini, Sibiu, Ro**

**Jan 2018 - Sept 2019**

- worked with users from France, Switzerland and UK providing assistance over the phone, email and chat ( scheduled remote sessions user's PCs in order to solve the technical issues or to further investigate)

**Customer Care Representative with English - CGS Sibiu, Ro**

**Sept 2011 - Sept 2012**

- assisted customers with their account set up or escalate any issues to the technical department
- basic account maintenance

## EDUCATION

**Faculty of Letters and Arts, "Lucian Blaga" University of Sibiu, Ro**

Master in Philology - English Language: Theory and Practice of Translation in English  
2007-2009

## SKILLS SUMMARY

Good knowledge of various software: ServiceNow, FreshService, ConnectWise, Nestor, Halo, PCSM, and hotel software

HTML, CSS, JS, React. My coding projects are open-sourced on

**GitHub**: <https://github.com/Gabri-Sa>, and hosted on **Netlify**:

<https://app.netlify.com/teams/gabri-sa/overview>

Please check **my Portfolio**: <https://portfolio-gabriela-saftoiu.netlify.app/>