


# Bogdan Manolache

Web Development Enthusiast | Curious Mind | Avid Learner

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## PROFILE

Always driven by curiosity and a passion for learning, I am excited to bring both enthusiasm and energy to any team. Actively pursuing skills and continuously expanding my knowledge. Working towards building a strong foundation in both front-end and back-end development. With a solid background as a former Team Lead in the telecommunications industry, I bring a wealth of experience in fostering human interaction and delivering exceptional customer service. Along my professional journey, I have meticulously refined invaluable transferable soft skills, encompassing communication, collaboration, leadership, feedback, and conflict management.

## SKILLS

### Technical:

- **Web Development:** JavaScript, React, Next.js, TypeScript, Git, Redux, React Router, HTML, CSS, Node.js, Express.js
- **Service Desk Management:** BMC Remedy
- **Customer Relationship Management:** Amdocs CRM
- **Project Management:** Jira, Trello, Confluence
- **Human Capital Management:** SAP SuccessFactors
- **Office Suite:** Microsoft Outlook, Excel

### Soft:

- **Effective Communication:** Convey information clearly and persuasively
- **Team Player:** Foster cooperation and contribute to team goals
- **Leadership & Collaboration:** Inspire and guide teams to success
- **Customer Service:** Prioritize and exceed customer expectations
- **Problem Solving:** Solution-oriented mindset

## PROFESSIONAL EXPERIENCE

### Trainee - Front-End CRE Online Program 2024

05/2024 – 07/2024

EPAM Systems

- Being a trainee in the "Front-End CRE Online Program 2024" allowed me to learn from EPAM's top mentors and experts, with regular interactive Q&A sessions
- The program's fast-paced, intensive format, enriched with practical assignments and mentor support, fostered a dynamic learning environment within a diverse international group of participants and experts from around the globe
- This experience enabled me to enhance my technical skills in TypeScript, React, React Router, Redux, and GitLab

### JavaScript Explorer

09/2023 – 03/2024

Digital Nation

Brasov, Romania

- Generația Tech Alumni - part of the Digital Nation program for IT and digital skills development. As a JavaScript Explorer, I acquired proficiency in key web development technologies such as HTML, CSS, JavaScript, React, Next.js, GitHub, Node.js, and Express. This was reflected in my evaluation at the end of the program, where I scored 97 out of 100 points
- My commitment helped me secure a position as a team member for the 'WhereIsVor' project, a Digital Nation initiative focused on developing a desktop and mobile platform connecting people to natural water sources in Neamț county: my task involved linking the frontend to an API to retrieve data on water sources. Subsequently, I integrated a map filled with the fetched information and introduced interactivity to the "Sources" and "Source Details" pages
- The program offered an ideal platform for me to demonstrate soft skills like teamwork, communication, autonomy, and solution-oriented thinking

### **Career Break for Professional Development**

08/2021 – 08/2023

- I dedicated time to pursuing personal goals and exploring new skills
- During this period, I immersed myself in various areas of interest, experimenting with different techniques and technologies to broaden my knowledge base, enhance my skill set, and lay the foundation for a career switch towards web development

### **Team Leader - Consumer Support & Projects**

08/2020 – 08/2021

*Vodafone Romania*

Brasov, Romania

- I led a second-level support team, guiding team members in assisting colleagues with customer interactions. Additionally, my responsibilities required consistent involvement in operational and decision-making matters, acting as a backup for the department manager
- I supported departmental strategy execution, overseeing team leaders and their subordinates, and taking proactive steps to resolve situations that needed improvement in achieving quality objectives and adhering to internal procedures
- As a senior team leader, I assisted in recruiting junior leaders and contributed to planning, coordinating, evaluating, and reporting on department-specific projects or activities
- Engaging in interdepartmental meetings, I facilitated the alignment of internal processes and served as the primary liaison for gathering input from my department for larger company projects, enhancing my analytical and decision-making skills

### **Team Leader - Written Support, CS Consumer**

11/2015 – 07/2020

*Vodafone Romania*

Brasov, Romania

- I led a team to deliver top-notch service via phone, chat, and email, emphasizing professionalism
- I ensured staff were well-trained and motivated, aligning with company values. My performance consistently exceeded company averages in manager and engagement indices
- I fostered a culture of high performance and teamwork through goal setting, feedback, evaluations, recognition, and corrective actions
- I played a key role in recruiting, onboarding, and supporting new hires accelerate their learning process and align with internal standards, conducting over 100 interviews
- I have developed and consistently enhanced my skills in coordination, communication, leadership, and time management

### **Eshop Support Specialist**

08/2015 – 10/2015

*Vodafone Romania*

Brasov, Romania

- I provided second-level support for colleagues handling customer online orders, resolving over 2500 requests monthly
- Responsibilities included addressing emails, resolving service desk tickets for order processing issues, and handling refund and return requests. Additionally, I revised department protocols, coordinated with logistics and courier services, compiled operational reports, and made recommendations based on identified trends. I also analyzed customer feedback, suggesting process improvements to enhance satisfaction
- Over my tenure, I've significantly developed analytical skills, task execution speed, and time management abilities

### **Customer Service Representative**

11/2012 – 08/2015

*Vodafone Romania*

Brasov, Romania

- My main role was to promptly handle customer inquiries via phone, email, or chat, following company protocols
- I maintained customer records and tracked service requests, ensuring data accuracy and up-to-date information, which improved customer follow-up processes and enhanced service quality
- I've assisted over 30,000 customers, contributing significantly to promoting the company's services and upholding its positive reputation
- This experience helped me refine skills such as patience, assertive communication, and a customer-centric approach to deliver exceptional service

## **EDUCATION**

### **Technologies and Telecommunications Systems**

*Faculty of Electrical Engineering and Computer Science - Transilvania University*

Brasov, Romania

### **Natural Sciences**

*"Andrei Saguna" National College*

Brasov, Romania

## **LANGUAGES**

Romanian (native), English (fluent), French (basic)

## **COURSES**

### **Customer Service Excellence**

*Standard For Development*

09/2019

### **Situational Leadership II Experience**

*Blanchard Romania*

08/2016

### **Process Communication Model**

*Paul Olteanu*

11/2015