**Valentina Serbanescu**

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**Profile**

A hardworking individual, looking for a challenging position of resposibilities, making a practical and effective use of my skills and capabilities in software development and keen to work in an environment which enriches my knowledge. My effective communication skills would prove significant when working with others as it ensures working productively towards a common, collaborative goal.

**Education**

**2018-2022** **City University of London MSci Computer Science with Cyber Security**

|  |  |
| --- | --- |
| * + - Mathematics for Computing | * + - Object-Oriented Analysis and Design |
| * + - Systems Architecture | * + - Business Systems |
| * + - Data Structures and Algorithms     - Language Processors | * + - Operating Systems     - Computer Networks |

**2013-2017** **National College Tudor Vladimirescu** **Romania** **Mathematics and Informatics**

* Romanian Baccalaureat 85.3% overall including Mathematics and Physics
* Result in top 5% first of the year (out of 300 students)

**Technical skills**

* **Languages:** experienced: C++, C#, Java, JavaScript, HTML, CSS, SQL, competent: Python
* **Operating Systems**: experienced: MacOS, Windows, Linux
* **Database Systems**: competent: Oracle, MySQL
* **Tools:** experienced**:** Microsoft Office**,** MS Visual Studio, Unity, WordPress, IntelliJ IDEA

competent: Adobe Photoshop, Adobe Lightroom, Eclipse, Visual Paradigm, Xcode

* **Related Courses:** Unreal Engine C++ Developer: Learn C++ and make video games, Intro to Python - General Assembly, Object Oriented Programming in Java, The Complete JavaScript Course: Build Real Life Projects

**Certifications**

* **2017 Oracle Academy –** Database Design and Programming with SQL
* **2016 IC3 – GS4** Digital Literacy – Key Applications – Living Online – Computing Fundamentals
* **March 2015 Cisco Academy** – IT Essentials

**Work experience**

**2019-Present Specialist – iSmash**

* Provided assistance for customers in troubleshooting problems, indentifying sources of the problems and offer solutions and diagnose issues with software and hardware.
* Have achieved technical training in order to be able to repair hardware issues for our customers’ devices.

**2015-2017 Sales Assistant and Software Support - Cosvalmar Romania**

* Delivered optimal customer service through professionalism and product knowledge.
* Provided assistance for customers in troubleshooting problems, indentifying sources of the problems and offer solutions and diagnose issues with software and applications.
* Increased the number of customers by promoting the company on social media and among my friends and school.
* Problem-solving: achieved by dealing with customer complaints calmly and efficiently, using active listening skills, engaging in conversation with the client in order to gain full clarification and responding in a friendly and professional way.
* Time-management: Balanced studies with part-time work. I have managed my day-to-day workload in a time-effective manner, considering the urgency and importance of the tasks given.

**Volunteering**

**May 2016 Programming tutor - National College Tudor Vladimirescu Romania**

* I took the resposibility of teaching young students aged from 7-14 how to program using Code.org
* Established a friendly environment and motivated the students to learn and use their creativity in an innovative manner.
* Managed conflicts between student calmly and showed patience towards their task solving time.

**April 2015 Event organiser – „Chants, sons sur scene” – singing competition in French language**

* Organised the national singing contest in French language: „Chants, sons sur scene”, gathering contestants from all around the country aged 7-25.
* Taking the role of team leader, I had to allocate different roles to suitable students in order to establish a good and effective organisation of the event. I have interacted with sponsors and provided IT help by creating a voting software which helped the public choose their favourite contestant in a quick and organised pace.
  1. **Charity - National Strategy of Community Action Romania**
* Engaged in an activity to seek support for children in need.
* Resource management: divided the food, clothing and books recieved for every child.
* Numeracy skills and data entry: accounted all the funds raised and kept a log of every sponsor.

**Achievements, awards and projects**

**September 2018** **Coding Bootcamp**

* I have developed my ability to work under pressure, being challenged to use my creativity in a short period of time.
* Managed to meet a deadline, presented and explained my project in a professional manner.

**May 2017** **Final year Informatics project certification: 3D Game in C# using Unity**

* My fast-learning ability and flexibility were an asset when working on my final year project. The willingness of learning something new helped with deciding what the project is going to be based on, I chose C# which was new to me, transforming this task into a challenge for myself.

**May 2017** **Special award**: **„Economia vazuta prin ochii mei”(„Economy viewed through my eyes”)** **Contest Romania**

* Expressed my vision of the economy in day-to-day life by writing an essay, joined by a presentation of my work in front of teachers and employers, gaining good presentation skills but also self-motivation and the ability of networking by being able to discuss important topics with people from different sectors.

**April 2014 Special award: ICT Olympiad Romania**

* I achieved this award by pursuing my passion for IT, putting in my knowledge in a creative and competitive way. I have built relationships with students who share the same interest.

**Interests**

**Languages:** native Romanian, English: proficiency, IELTS Certification, grade: 7

**European Driving Licence**

References available upon request.