Curriculum Vitae

PERSONAL DETAILS:

Family name : Mocanu

First name :Nicolae

Middle name : Ciprian

Date of birth:10/02/1990

Nationality:romanian

CONTACT DATES:

Adress: Miles Hill Street 13,Leeds,ls7 2eq

Email address: ciprian\_moroieni@yahoo.com

Mobile Phone: 07714017789

WORK EXPERIENCE:

1)Customer Service -Orange Romania - Brasov -Romania

April 2012 to June 2015

Firstly I worked in a call center for this company in 3 departments:

- inbound calls : I answered to the customers calls which usually asked about their offer , costs

and other offers

-outbound calls : this was the sales department and I called the customers who had an old and weak offer to make them a new offer with better resources with a higher amount and prolongation term

-retention : I took only contract cancelation requests from customers who aren't satisfied about the contract and wanted to cease with the company

My last experience with this company was in Orange Shop when I spoke face to face with the

customers about their offers , I sold phones and accesory

2)Warehouse Operative-Torque Logistics – Leeds-United Kingdom

April 2018-june2020

EDUCATION:

-Bachelor’s Degree on Management and Business Administration

Transilvania University - Brasov

September 2008 to July 2011

-Undergraduated Student on Computer Science

Leeds Beckett University

October 2018-2021

CERTIFICATIONS/LICENCES:

-IELTS Academic (International English Language Testing System)

I took this english test because was required for my application at Leeds Beckett University and I reached overall band 6(B2)

-Driving Licence B2

FOREIGN LANGUAGES:

-english:good

-french:basic

-Spanish:basic

-italian:basic

HOBBY:

Fotbal,reading,traveling,computers,maths

INTEREST:

-the willing and ability of continuous learning and practice in my fields of interest and the ability to adapt to different types of works and groups of work

-to become a good engineer, a specialist in programming