MARIAN BRUMA

Address: London, UK · Phone: 07796284625
Email: bruma.marian@yahoo.com · **LinkedIn** · **GitHub** · **Portfolio**

A hardworking, responsible, and eager-to-learn person with extensive experience working in the freelancing field, designing for a variety of clients. Highly analytical, with a problem-solving mindset, and the ability to quickly discover hidden challenges and find creative solutions.

EXPERIENCE

JANUARY 2023 – PRESENT - HYBRID

JUNIOR TECHNICAL CONSULTANT – KONVERSATIONAL

- Building expertise in the ServiceNow suite of solutions and capabilities
- Developing best practices and solutions that meet technical requirements and address business needs.
- Setting up, developing, configuring, testing, and managing technical assets such as APIs, integrations, and widgets
- Collaborating with architects and cross-functional teams to create and enhance features that drive usage, adoption, and value for customers.
- Maintaining high levels of customer satisfaction and strengthening the relationship between the customer and Konversational.

AUGUST 2019 – JANUARY 2023 - REMOTE

FRONT-END WEB DEVELOPER – FREELANCE

- Planning site designs, functionality, and navigation, along with audience funnels and data capture points.
- Work independently developing web tools and mobile apps using the React Native Framework
- Improve current systems and software.
- Conforming to best coding practices to ensure quality, performance, portability, maintainability, scalability, and usability.
- Building wireframes & prototypes in Figma or Adobe XD which were then turned into functional and responsive digital products.
- Reviewing UX and making necessary edits to accommodate technical or business concerns.
- Handling all composition, color, illustration, typography, and branding for projects.
- Creating landing pages using HTML5, CSS, JS, and specific brand logo in Adobe Photoshop.
- Designing and coding a range of creative including mailers, banners, websites, landing pages.
- Upkeep and maintenance of existing products.
- Familiar with APIs and how they interact with JavaScript promises.
- Using Chrome developer tools debugging web applications.

JUNE 2021 – MARCH 2022 - REMOTE

MICROSOFT SHAREPOINT ANALYST, SITEL – TEST & TRACE

- Ensure the UK Virtual Blog, Community Room Blog and Support Blog are functioning correctly
- Ensure SharePoint is administered effectively so all SITEL T&T employees have access to the SharePoint platforms and tools they require
- Support OMs, Senior OMs, and other support functions with SharePoint custom built Solutions
- Report on SharePoint usage, report on SharePoint custom built solutions.

- Communicating with customers via phone to collect data information, ensuring the all-time great customer experience. Provide daily and weekly updates to OMs and Senior OMs.
- Handled customer complaints, organized, and maintained all documents and records.
- Demonstrating meticulous attention to detail when updating client files and records of all interactions further achieving an overall 95% for file accuracy.
- Achieved exceptional performance in relation to the ability to learn new software programs and systems, scripts as we changed 3 campaigns.
- Developing surveys, lists and workflows using SharePoint Designer 2013
- Conducting performance reviews and meetings with direct reports to ensure that targets and expectations are clear and achieved, and developing high performing teams, resulting in overall campaigns efficiency.

MARCH 2015 – FEBRUARY 2019 – ON SITE
REGIONAL SALES MANAGER, S.C. MIFALCHIM GROUP S.R.L.

- Maintaining client records on a database.
- Coordinated stock inventory and requisition of new stock.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques.
- Engage, develop, and win new enterprise clients.
- Set up and run client meetings to generate new business sales.
- Provide customers with a consultative solutions approach.
- Identify, qualify, and generate sales leads utilizing various methods.
- Submit monthly reports and sales forecasts, actively participate in monthly sales meetings.

JULY 2013 – FEBRUARY 2015 – ON SITE
IT SUPPORT, S.C. TELECABLU S.R.L.

- Installing and configuring computer hardware, software, systems, networks, printers.
- Provide basic remote end-user desktop support.
- Repairing and replacing equipment, as necessary.
- Possibly training more junior staff members.
- Troubleshooting LAN Networks & WIFI.
- Monitoring and maintaining computer systems and networks.

EDUCATION AND COURSES

SEPTEMBER 2019 – JUNE 2023
BSC COMPUTING TECHNOLOGIES, UNIVERSITY OF ROEHAMPTON

SEPTEMBER 2011 – JUNE 2015
ACCOUNTANCY, HIGH SCHOOL ''EREMIA GRIGORESCU''

FEBRUARY 2023
CERTIFIED SYSTEM ADMINISTRATOR (CSA), SERVICENOW

FEBRUARY 2023
ITILV4, PEOPLE CERT

APRIL 2022
PRE-SECURITY LEARNING PATH, TRY HACK ME

MAY 2021
DIGITAL MARKETING, GOOGLE DIGITAL GARAGE
CERTIFICATE ID: **Z2C ZEC 95P**

JANUARY 2021
LEARN TO CODE, UNIVERSITY OF LEEDS AND INSTITUTE OF CODING

TECHNICAL SKILLS

- HTML/CSS/Java Script
- Git/GitHub
- ServiceNow

- Bootstrap
- Microsoft Office 365
- REST APIs

SOFT SKILLS

- Focused
- Client Relationship Management
- Logical, yet out of the box thinker

- High Attention to detail
- Continuously looks to improve
- Organized and able to prioritize workloads