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# Front-End Developer

## About me

Currently shifting towards Front-End Development, focusing on React, TypeScript, and building responsive, accessible UIs. My background in tech support taught me to dig deep into problems, work under pressure, and prioritize user experience — skills I now apply to coding every day. I'm eager to join a product-focused team where I can grow as a developer and contribute to building intuitive, user-friendly interfaces.

## Work experience

### Technical Support Engineer (with English) · Stefanini · Chişinău

August 2022 - September 2024 · 2 years 2 months

Provided comprehensive technical support to end-users, resolving software, hardware, and network issues efficiently and effectively.

Delivered high-quality customer service in English, maintaining a professional and

empathetic tone to ensure customer satisfaction.

Diagnosed and troubleshooted complex technical problems, escalating to higher-level support when necessary.

Created and maintained detailed documentation of support cases, solutions, and procedures

to enhance knowledge sharing and team efficiency.

Worked closely with other departments such as engineering and product management to

provide feedback and improve product quality.

Skills: Customer communication & conflict resolution, English proficiency (written and spoken), Remote tools, Software Troubleshooting

## Desired industry

- IT, Tech

## Education: Incomplete higher

👤 24 years

♂ Male

📍 Chişinău

in 🔗

## TOP Skills

- **Customer communication & conflict resolution** · 2 years
- **English proficiency (written and spoken)** · 2 years
- **Remote tools** · 2 years
- **Software Troubleshooting** · 2 years

## Preferences

- Full-time
- Hybrid
- Remote
- In-house

## Languages

- **Romanian** · Communication
- **Russian** · Native
- **English** · Fluent

## Skills

- HTML
- CSS
- JavaScript (Programming Language)
- React
- Tailwind
- React Router

- Git & Github
- Vite
- Figma
- NextJS
- React Toolkit
- Zustand
- Jest
- Docker(basic)
- REST API
- Fetch
- Axios
- MongoDB

**Universitatea de Stat din Moldova**

*Graduated in: 2022*

Faculty: Facultatea de Matematică și Informatică

Speciality: Informatică aplicată