

# Ciprian-Nicolae Vâlceanu

[ciprian.valceanu@yahoo.com](mailto:ciprian.valceanu@yahoo.com) ~ (+40) 784663300 ~ [LinkedIn profile](#) ~ Bucharest, Romania

A versatile professional, I have diverse experience across telecommunications, customer service and the hospitality industry. A conscientious and efficient individual, whose thorough and precise approach has yielded excellent results. Passionate about professional development and always eager to undertake further training to enhance professional capabilities. Aiming to leverage skills and experience to land a job in core telecommunications.

## Professional Experience

### ERICSSON

February 2022 – present

#### *1<sup>st</sup> Level Assurance Engineer*

- Network surveillance, 1st level restoration and preventative maintenance; monitoring, troubleshooting, fault acknowledgment and fault analysis; maintaining the service delivery level within the agreed SLAs; follow-up on incidents, registered but not solved, escalated to next level support; compliance with: Trouble Ticketing Handling Process, Management Escalation Process, Critical Escalation Process, Customer Service Level Agreements, Conference Bridge Etiquette Process.

### AMAZON DEVELOPMENT CENTER

January – September 2021

#### *Machine Learning Data Associate with French*

- Improving artificial intelligence (Alexa) by providing feedback over results given to customers, maintaining strict confidentiality and follow all applicable Amazon policies for securing confidential information, transcribing and annotating high priority deliverables, translating established guidelines into daily work practices and processing data in order of priority, delivering high quality on deadlines, contributing to process improvements to reduce handling time and improve output.

### SYKES ENTERPRISES

July 2020 – January 2021

#### *Service Desk Analyst*

- Communicating with our customers by phone, based on customers' needs, identifying customers who are in vulnerable situations and deciding on future steps, working closely with our Financial Crime team to act as the first line of defence to help spot and investigate trends. Whilst investigating and making decisions about payments made on stolen cards, as well as looking into scam websites.
- Dealing with tricky payments-related queries; investigating missing transfers and Direct Debits, helping manage the customers who are switching to Monzo, understanding, prioritising and escalating customers' feedback and feature requests to the external product team. Plus, being the first point of call for customer complaints to make sure that they're treated fairly and can share their thoughts and concerns.
- Supporting other members in the customer support team by being a point of escalation for other Cops.

### ACCENTURE

January – July 2020

#### *Transaction Processing Associate*

- Providing functional and technical support for resolution of customer requests; managing order process from end to end: validation and updating, tracking, ensuring activation, billing registration.

**ROYAL CARIBBEAN CRUISE LINE**

June - October 2019

***Guest Services Officer***

- Welcoming guests in a friendly and professional manner, addressing and escalating customer complaints, providing information about facilities, programs and other services.

**BEST WESTERN**

December 2018 – May 2019

***Front Desk Officer***

- Checking in customers using computer software and equipment and providing guests with directions to their rooms, informing customers of all on-site amenities and any other relevant information, handling and resolving guest complaints.

**VIKING RIVER CRUISES**

April - October 2018

***Guest Services Officer***

- Providing all services of the Guest Relations Desk including, but not limited to, lost luggage, room changes, lost and found services, printing and issuing guest cruise cards and broadcasting announcements.

**CARNIVAL CRUISE LINE, United States**

February – December 2017

***Guest Services Associate***

- Welcoming guests in a friendly and professional way, addressing and escalating customer complaints, providing information about facilities, programs and other services.

**EMIRATES AIRLINE, Dubai, UAE**

July 2014 – January 2016

***Contact Center Representative***

- Actively issuing online tickets and selling related products, issuing Emirates tickets to customers ensuring that all necessary airline rules and regulations are incorporated and that customer requests are met, providing options to customers on all products and services such as Skywards membership, DBB, Dubai stopovers, hotel bookings and upgraded fares.
- Actively involved in suggesting new ideas and providing recommendations on the improvement of the service provided.
- Ensuring that all necessary ticket related documentation is filed, timetables updated, brochures, sale and promotional material is properly displayed on individual counters providing various options to the customer which will assist in increasing sales.
- Highlighting to customers the legal requirements for their journey such as passport, visa & health requirements and other details such as check-in place and time.

**AQUIS HOTELS AND RESORTS, Greece**

April 2011 – May 2014

***Front Desk Officer***

- Checking in customers using computer software and equipment and providing guests with directions to their rooms, informing customers of all on-site amenities and any other relevant information, handling and resolving guest complaints.

## EDUCATION AND TRAINING

**Bachelor's Degree** in Journalism and Social Sciences (2008) – State University of Pitesti  
**Master's Degree** in Sports Journalism (2010) – West University of Timisoara

### Online courses

Network Operation Center (NOC components, Live NOC operation procedures)  
Wireless Network Operation: LTE  
TELECOM NETWORK Core Operation

5G: Technologies, Architecture And Protocols  
5G Air Interface Channels, Voice Over 5G, Security in 5G, NG-RAN, 5G Core, 5G

4G LTE: Technology, Architecture And Protocols  
LTE Air Interface, Voice Over LTE (VoLTE), Security in LTE, LTE EPC Procedures

### Language Skills

	Speaking	Listening	Reading	Writing
<b>ENGLISH</b>	C1	C1	C1	C1
<b>FRENCH</b>	C1	C1	C1	C1
<b>SPANISH</b>	B2	B2	B2	B2
<b>ITALIAN</b>	B1	B1	B1	B1