ALEXANDRU GRAPA

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JUNIOR SOFTWARE ENGINEER

Full-stack software developer looking for an opportunity that will lead to a career in the future. Additional background in IT support, mobile security, customer service and fitness enthusiast.

TECHNICAL SKILLS

TECHNOLOGIES

- HTML5
- CSS3
- JavaScript
- Python
- API

DATABASES

- AWS
- PostgreSQL
- MongoDB

FRAMEWORKS & LIBRARIES

- Flask
- Django
- REST
- Vue.JS
- jQuery

VERSION CONTROL SYSTEM

- Git

PROFESSIONAL EXPERIENCE

MOBILE SECURITY EXECUTIVE
Nov 2021 - Present

CW SYSTEMS INTEGRATION

- Support EM product suite which includes Microsoft EM+S, IBM MaaS360, Workspace One, MobileIron
- Bring 1st level tickets to resolution or escalate when required following chain of escalation
- Administration tasks for Managed Service Contracts
- Build strong relationships with key customers based on professionalism and strong work ethic
- Constant self-improvement through experience, training and certification

BARTENDER/WAITER
Dec 2019 - Oct 2021

IL CORVO

- Provide excellent wait service to ensure satisfaction
- Mix, garnish and serve beverages and food to customers
- Administration of all stocks including invoice collation, price checking and data entry of stock
- Supporting, training and acting as a role model to new members of the team

SERVICE DESK ANALYST
Oct 2018 - Nov 2019

SCC

- Apply customer service and intermediate level technical knowledge to assist clients with computer and system issues
- Ensure improvement of processes through analysis, reviewing and reporting, as well as through automation, competence building, knowledge sharing and other organizational changes
- Ensure user queries or issues are captured, validated, and triaged for further processing
- Utilize company provided training, tools, mentors, and ongoing learning to resolve issues and expand skill set

EDUCATION AND TRAINING

EDUCATION

Full-Stack Software Development Diploma   Code Institute

2020-2021   Dublin, Ireland

Bachelor Degree in Digital Media   Babes-Bolyai University

2016-2019   Cluj-Napoca, Romania

TECHNICAL COURSES COMPLETED

The Complete Guide to Django REST Framework and Vue JS   Udemy

Introduction to Python   DataCamp

Learn JavaScript   Codecademy

The Ultimate Guide to Game Development with Unity and C#   Udemy

OTHER

- Running, boxing, calisthenics
- Reading
- Cooking
- Scientific Podcasts(Huberman Lab, Lex Fridman)

References are available upon request