



# DRAGOS BOROIANU

## TECHNICAL SUPPORT ANALYST

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### WORK EXPERIENCES

#### CUSTOMER SERVICE SUPERVISOR

May 2017 - Present

#### CUSTOMER SERVICE MANAGER

May 2012 - Aug 2016

#### CUSTOMER SERVICE AGENT

Jan 2007 - Jan 2011



### EDUCATION

#### MIHAIL SADOVEANU COLLEGE

Sep 2001 - Aug 2005



### REFERENCES

#### MELISSA MACKENZIE

VP of CUSTOMER SERVICE  
WWWH

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#### SERVERSITTERS, LLC - CANADA ( TELECOMMUTE )

I've started as a tier 2 Customer Service Agent, and after almost 2 months, I've been promoted to a Supervisor role. My duty involves from monitoring the performance of my team ( ticket, chat, phones ) and assist my colleagues with advanced issues that are unable to resolve, to making sure that all our customer's servers are up and running and in case of a hardware issue, document and escalate to the on-call contacts as required. To be honest is an incredibly challenging experience working here as I'm able to improve my work performance and my customer service skills.

#### WORLD WIDE WEBHOSTING, LLC - USA ( TELECOMMUTE )

I've worked almost 5 years for WWWH, and it was an awesome experience. I started working for them as a Level 2 Customer Service Agent, and a few years later I was promoted to a Customer Service Manager role.

As a Level 2 Agent, I was responsible for assisting customers via tickets and occasionally help them in LiveChat. Among other duties, I've had to report any encountered issues related to the company infrastructure to the engineering department, so they could proactively maintain the server fleet healthy and avoid any major disaster.

Being promoted, my duties changed a bit, and I was responsible for client-facing support - this involved from monitoring the performance of my team ( ticket, chat, phones ) to making sure all our customers are happy and do whatever is necessary to deliver amazing support.

Among other things, I was in charge making decisions related to the policy exceptions, handle the high priority helpdesk queue and make sure that the support offered is up to company standards - amazing customer services.

#### THE EMUS DESIGN SRL - ROMANIA ( OFFICE )

EMUS was a small company offering services like web hosting, web design, and print design. My duties there were to monitor the servers fleet, work most of the helpdesk queues and when necessary to assist the customer in LiveChat.

I've also coded a bit of HTML/CSS/PHP, and I've offered setup and customization assistance for WordPress, Joomla, Magento and many other popular CMSs.

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#### MATH AND INFORMATICS DEGREE

In college, it was the first time I've started to learn about programming languages and servers. After the first year, I've started to build the college website and maintain the informatics laboratory workstations - what a great period :)

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#### I'VE DIRECTLY REPORTED TO MELISSA AT WORLD WIDE WEB HOSTING, LLC

Dragos is a very reliable and dedicated Support Manager who has really taken charge of his position within WWWH. He is detailed and articulate when it comes to his work, I can always rely on him to fully investigate any situation and provide a detailed report, he leaves no stone unturned :) He uses this same level of attention when it comes to his shift while also offering constructive feedback that helps push his team forward.