


PERSONAL INFORMATION

Ioana Carmina Bostan



 Sos. Națională nr. 58, bl. B9, sc. A, ap. 19, Iași, România

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Date of birth 18/05/1990 | Nationality Romanian

WORK EXPERIENCE

April 2016 – July 2016 **L1 Technical Customer Support Agent (French language)**

SCC Iași (<http://www.scc.com/>)

- Troubleshooting for French clients belonging to the Safran Group (<https://www.safran-group.com/fr>)
- Responding to clients' queries and requests by telephone;
- Logging incident tickets and resolving them;

July 2013 – March 2016 **Commercial Assistant (French language)**

SCC Iași (<http://www.scc.com/>) for UGAP (Union des Groupements d'Achat Public) – PC market

- Verifying, validating and supervising the client orders until they are delivered;
- Making regular check-ups on the status of the orders not yet delivered;
- Providing all sorts of information pertaining to certain client orders (accuracy of the ordered PC configuration, order status, date of delivery, proof of delivery, address confirmation, etc);
- Updating the product catalogue, asking for the client's consent to replace parts that are EOL (end of life) with a new generation of PC components;
- Responding to and resolving claims declared by the client (due to delays in delivery, missing products, products that were dead on arrival, transportation issues, warranty registration, billing issues etc)
- Taking orders by phone, responding to client requests and feedback.

February 2010 – April 2012 **Technical writer, translator and proofreader**

OSF Global Services (<https://www.osf-global.com/>)

- Creating online content in English for the eSkill website (a US-based pre-employment assessment company);
- Creating texts for eSkill's online marketing campaigns;
- Proofreading texts written in English and French;
- Translating official documents for OSF Global Services (from and into Romanian, English and French);

EDUCATION AND TRAINING

October 2016 - present **MA Studies – The Theory and Practice of Translation**

West University of Timisoara

- Studying and practicing the translation of specialized texts (business, finance, banking, medicine, law) from and into English and Romanian;
- Studying and practicing the translation of literary texts from and into English and Romanian;
- Studying and practicing simultaneous and consecutive interpretation from and into English and Romanian;

October 2009 – July 2013

**Bachelor's Degree in Applied Modern Languages
(French and English)**

“Al. I. Cuza” University, Iași

- Studying and practicing the translation of specialized texts (business, finance, banking, medicine, law) from and into French, English and Romanian;
- Studying and practicing the translation of literary texts from and into French, English and Romanian;
- Studying and practicing simultaneous and consecutive interpretation from and into French, English and Romanian;
- Studying terminology, morphology, syntax and linguistics in English and French.

PERSONAL SKILLS

Mother tongue Romanian

Other languages

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	C1	C1	C1
	Replace with name of language certificate. Enter level if known.				
French	C1	C2	C1	C1	C1
	Replace with name of language certificate. Enter level if known.				
Spanish	A2	A2	A1	A1	A2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

Other skills

- Good communication skills gained through my experience as Customer Service Agent
- Knowledge of principles pertaining to situational leadership
- Understanding of the IT processes and workflows in IT enterprises

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent	Independent	Proficient	Independent	Independent

Levels: Basic user - Independent user - Proficient user

- good command of the MS Office suite (MS Word, MS PowerPoint, MS Excel, MS Outlook)
- interest and basic abilities in photo editing software gained as an amateur photographer

Driving licence -

ADDITIONAL INFORMATION

Publications

- “Animalul este, oare, un dobitoc?” by Alain Leygonie (collection of essays translated from French into Romanian), Junimea Publishing House, Iași, 2014

Courses

- FLAME Situational Leadership Training Programme (organised by Edurom, Iași, 2016)

Certifications

- ITIL Foundations - Information Technology Infrastructure Library (obtained in 2015)
- Cambridge Advanced English Certificate (obtained in 2009)