

## CONTACT

0730296831

catalinioanbarcan@gmail.com

Calea Martirilor 78, Ap  
17, Timis, Timisoara,  
Timisoara

## EDUCATION

### Bachelors

BKE / Eschweilers / August,  
2014 - July, 2016

Städtisches Gymnasium /  
Eschweiler / June, 2004 -  
August, 2014

## SKILLS

- Salesforce - Expert
- Gnatta - Expert
- Ms word - Expert
- Loop - Experienced
- Excel - Experienced
- Zendesk - Skillful
- PowerPoint - Beginner

## LANGUAGE

German ● ● ● ● ●  
Romanian ● ● ● ● ●  
English ● ● ● ● ○

# Catalin-Ioan Barcan

## Team Leader

## EXPERIENCE

### Team Leader

Teleperformance / Remote / July, 2022 - Present

As a Team Lead, I trained and coached staff, handled escalations, provided guidance, and led my team. I also facilitated meetings, approved leaves and transactions, and handled payroll information and rosters. I attended briefings and management training, organized engagement activities, and monitored the quality of my team's work.

### Quality Assurant Analyst

Teleperformance / Remote / April, 2022 - July, 2022

As a Quality Assurance specialist, I developed call monitoring practices, monitored calls, chats, and emails, and reported data and trends to management. I also tracked individual and team progress and reviewed customer care email replies. I participated in client and consumer listening initiatives and provided feedback to leadership. I managed and organized call sessions and provided feedback to the team.

### Customer Care Representative

Teleperformance / Remote / April, 2021 - April, 2022

As a Customer Service Representative, I managed a large volume of incoming calls, chats, and emails. I identified and assessed customers' needs, provided accurate and complete information, and met personal and team targets. I handled customer complaints, kept records of interactions, processed accounts, and filed documents. I followed established procedures, guidelines, and policies, and even trained new hires.

### Customer Care Representative

TELUS International / Bucharest / October, 2020 - April, 2021

As a Customer Service Representative for the MoneyGram project, I have learned that empathy, professionalism, and patience are key for success in this role. My duties included translating for clients and providing support on the floor. I was recognized as a top performer and focused on improving myself. I was careful with my word choice and made sure my translations were accurate. Overall, I found that working in Customer Service required strong communication skills and the ability to handle unique situations.

### Armed Officer

Bundeswehr / Eschweiler / January, 2016 - September, 2020

## TRAINING/CERTIFICATIONS

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### Lean Six Sigma

Teleperformance / 2022

As a certified Lean Six Sigma White Belt and Yellow Belt, I have a strong foundation in the principles and tools of the methodology. I have completed training in the basics of Lean Six Sigma and have gained hands-on experience applying these concepts to real-world business processes. I am currently working towards my Green Belt certification, which will involve a deeper study of the DMAIC process and advanced tools for process improvement.

### Cybersecurity

Teleperformance / 2021

As someone who has completed trainings on cybersecurity, I am familiar with the basics of protecting networks, devices, and data from unauthorized access, use, disclosure, disruption, or destruction. I have learned about the various types of threats that organizations face and the measures that can be taken to prevent attacks and respond to incidents. This includes using strong passwords, installing security software, training employees on security best practices, and developing plans for responding to cyber attacks. Through these trainings, I have gained the knowledge and skills needed to help my organization stay safe and secure in the digital world.