



Andrei-Darian Hent^{he/him}

Helpdesk & Academic Support, Web Developer, UI/UX Designer

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<https://hent.fyi>

Spoken Languages

- English – Full Professional Proficiency
- Romanian – Full Professional Proficiency
- Japanese – Limited Working Proficiency

Skills

- MS Office (Excel, Word, PowerPoint etc.)
- Technical assistance
- Data entry & analysis
- Translation
- Photoshop & Canva
- Attention to detail
- Professionalism
- Formal writing
- Communication
- Teamwork & cooperation
- Time management
- Problem-solving
- Adherence to best practices
- Concise documentation

Web development:

- HTML, CSS & JavaScript
- Tailwind, SCSS
- TypeScript
- Node & NPM
- Express, tinyhttp

General DevOps:

- Windows & Linux
- Bash, Git Bash, Cygwin, WSL
- APIs
- Python & Lua
- GitHub

Summary

Passionate and **pragmatic** developer and helpdesk assistant **striving** to create seamless, modern, pleasing, and above all intuitive experiences for the end user, whose **resourcefulness** and **methodical** approach enable him to remain **calm under pressure** and **thrive** in the face of **new challenges**.

Leveraging my **extensive technical** and general on-site support **experience** enables me to handle even the most spontaneous issues with grace – resolving them in a **quick, smart, and efficient** manner – and my familiarity with **modern** technology as well as design & development principles gives way to a **smooth, flexible**, and always **up-to-date** workflow.

Outside of work, I enjoy casual reading, guitar-playing, music-writing, and programming, as well as studying foreign languages, immersing myself in different cultures, and exploring the beautiful nature of Oxford (I am particularly fond of Shotover Hill and Lye Valley!)

Education

Economics College of Arad (2016 – 2020)

With over 130 years of tradition to its name, this is a prestigious institution recognized in 2013 at the European level for its outstanding achievements.

It fosters creativity, open dialogue, career responsibility, and has trained generations of students such as myself in various fields, equipping them with the skills necessary to adapt to the ever-evolving job market.

It is here that I have had the privilege to earn my diploma in economics, accountancy, and finance, having studied various subjects such as ICT, mathematics, accountancy, history, physics, Romanian and English language & literature etc.

Work Experience

Oxford Business College (October 2022 – April 2024; March 2025)

- Daily on-site technical assistance
- Extensive usage of Microsoft Teams & Excel (tables, charts, data entry & analysis, log-keeping etc.)
- Extensive technical assistance (e.g., workstation setup, troubleshooting etc.)
- Fast learning and effective leveraging of the Student Information System
- Assistance with the Blackboard online learning environment
- Primary point of contact for all on-site inquiries
- Frequent on-the-spot problem-solving
- Development of solutions for enhancing system functionality and improving team workflow:
 - Multi-query extension for database (which normally only supports singular queries)
 - Automation of student-card-issuing system
 - Miscellaneous quality-of-life tools for local team
- Assistance with data unification between college and partner universities
- Informational poster design & surveying
- English ↔ Romanian translation & interpreting
- Strict adherence to GDPR
- Welfare & safeguarding
- Team coordination & conflict resolution

Kraken Ink (June 2020 – June 2022)

- Maintenance and clean-up of company website
 - Streamlining of end-user experience
 - Addition of new features (e.g., basic order-tracking system)
- In-person as well as over-the-phone assistance with technical issues
- Design and production of marketing materials
- Demographic data aggregation & analysis

Selgros (September 2018)

- College apprenticeship
- Restocking of products
- In-store customer service & advice

Certifications

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| • Learning ECMAScript 6+ (ES6+) (LinkedIn Learning) | • Practical GitHub Actions (LinkedIn Learning) |
| • JavaScript Essential Training (LinkedIn Learning) | • Practical GitHub Code Search (LinkedIn Learning) |
| • TypeScript Essential Training (LinkedIn Learning) | • Practical GitHub Copilot (LinkedIn Learning) |
| • Node.js Essential Training (LinkedIn Learning) | • Practical GitHub Project Management and |
| • Tailwind CSS Essential Training (LinkedIn Learning) | • Collaboration (LinkedIn Learning) |
| • JavaScript: Best Practices for Code Formatting (LinkedIn Learning) | • Microsoft Teams Essential Training (2022) (LinkedIn Learning) |
| • JavaScript: Best Practices for Data (LinkedIn Learning) | • Display Screen Equipment (iHasco) |
| • JavaScript: Best Practices for Functions and Classes (LinkedIn Learning) | • Equality, Diversity & Inclusion (iHasco) |
| • UX Design for Developers (LinkedIn Learning) | • Fire Awareness in Education (iHasco) |
| • User Experience for Web Design (LinkedIn Learning) | • GDPR EU: Essentials (iHasco) |
| • Scrollytelling: Creating a One-Page Web Experience (LinkedIn Learning) | • Prevent Duty (iHasco) |
| | • Unconscious Bias for Employers (iHasco) |
| | • Unconscious Bias for Managers (iHasco) |
| | • Safeguarding Adults (Level 2) (iHasco) |

References

Available on request.