👤 32 ani

♂ Masculin

◎ Cahul

f

Preferințe

- Flexibil

Limbi

- **Română** · Fluent
- **Rusă** · Elementar
- **Engleză** · Fluent

Permis de conducere

Categoria: A, B
Cu automobil personal

IT Support

Despre mine

-To ensure the correct functioning and maintenance of all internal and external customer IT

equipment and services.

-Answering the calls, approximately 70 calls per week. Create the incidents and resolve them.

-Maintenance of work stations: solving various soft/hard problems (component

replacement).

-Installation/configuration of software packages, installation/configuration peripherals and

resolving possible technical incidents.

-Ensure that all activities are completed and documented in accordance with the required

standards, methods and procedures.

-Carry out local repairs of faulty equipment and services to the highest standards and

coordinate the resolution with the appropriate resolver group.

-Manage the replacement of faulty equipment through the use of spares, and ensuring the

timely replenishment the spare according to prescribed availability and sparing policy.

-Manage local suppliers in the provision of services for the SITA Field Operations center and

report on services provided to management.

Experiența profesională

IT Support Specialist | Level 2 | OSS · Confidential · Confidential

Septembrie 2015 - Prezent · 9 ani 10 luni

Active Directory Create/edit user accounts
Manage group policies
Manage the file server (rights, backups)
Hardware: ordering, building, diagnosing, repairing
Software: OS and software installation, configuration, proxy, backups, shared folders, remote service,
Local network end support: manage switches, VLANs, connections from floor boxes to the devices, networking racks cabling
Manage associated devices: printers, VoIP phones, scanners,

UPSes, TVs, headsets, webcams, etc.
Manage user requests using the ticketing system

Studii: Superioare

Universitatea Vasile Alecsandri din Bacau
Absolvit în: 2016
Facultatea: Calculatoare si Tehnologia Informatiei
Specialitatea: Inginer