



Contact details are available for a fee.
Details here:
<https://www.rabota.md/ro/prices/cv>

👤 32 years
 ♂ Male
 📍 Chişinău
 💰 35 000 MDL
 in

TOP Skills

- **Professionalism** · 5 years
- **Analytical thinking** · 5 years
- **Strong Communication Skills** · 5 years
- **Problem Solving** · 5 years
- **Process Improvement** · 4 years
- **Foresight** · 4 years

Preferences

- Full-time
- In-house
- Hybrid
- Remote

Languages

- **Romanian** · Native
- **Russian** · Fluent
- **English** · Fluent

Skills

- Initiative
- Foresight
- Process Improvement
- Quick Thinking

Technical support

About me

Highly accomplished IT professional with 7+ years of hands-on experience spanning Telecommunications, Internal IT Support, and Salesforce Administration. Proven ability to troubleshoot and manage complex global IT environments supporting 1000+ employees. Expert in high-volume technical support, network configuration, and translating complex technical information into easily understandable terms. Possesses Initiative, Foresight, and the ability to work under pressure in fast-paced environments.

Work experience

Information Support Engineer · Gilat Satellite Networks Ltd · Chişinău

February 2024 - Present · 1 year 10 months

Provided high-level Tier 3 internal IT support for over 1000 employees globally, focusing on critical business applications and infrastructure stability.

Managed and troubleshooted multiple complex systems used by employees globally, including Salesforce, SAP, and travel systems.

Managed the internal ticketing system, SysAid, overseeing ticket queues and ensuring timely resolution of high-priority system incidents.

Skills: Professionalism, Analytical thinking, Strong Communication Skills, Patience, Ability to Work Under Pressure, Quick Learning, Quick Thinking, Process Improvement, Foresight, Initiative

Salesforce Administrator · Gilat Satellite Networks Ltd · Chişinău

December 2021 - February 2024 · 2 years 3 months

Served as the primary technical resource for Salesforce Administration and application support for internal teams.

Created and managed reports and dashboards, and handled multiple custom requests from employees to enhance data visibility and internal workflows.

Provided support and training to users, expertly relaying complex technical information to non-technical staff to increase application adoption and efficiency.

- Quick Learning
- Ability to Work Under Pressure
- Patience
- Strong Communication Skills
- Ability to Relay Technical Information in Easy Understanding Manner
- Analytical thinking
- Problem Solving
- P

Driving licence

With personal auto

Skills: Process Improvement, Foresight, Initiative

Helpdesk Operator · Gilat Satellite Networks Ltd · Chişinău

March 2018 - December 2021 · 3 years 10 months

Provided first line support to the company's 1000+ employees globally through calls, email, and chat.

Handled crucial administrative tasks including user creation in Active Directory and user administration in IT systems.

Managed email administration (whitelist/block) and diagnosed/resolved hardware, software, and network access issues.

Skills: Professionalism, Problem Solving, Analytical thinking, Ability to Relay Technical Information in Easy Understanding Manner, Strong Communication Skills

Telecommunication Engineer (Team Leader) · Moldtelecom · Chişinău

January 2018 - February 2018 · 2 months

Managed the daily workflow for a small team of support technicians, serving as the first point of escalation for complex network issues.

Skills: Attention to details, Teamwork

Telecommunication Engineer · Moldtelecom · Chişinău

August 2016 - January 2018 · 1 year 6 months

Managed a high-volume external support environment, successfully handling an average of 120 technical calls per day, demonstrating exceptional capacity for rapid diagnostics.

Managed escalated cases and performed proactive call-backs to customers to maintain high satisfaction and resolve long-standing issues.

Specialized in network troubleshooting and configuration, including Layer 2 switching, DNS, DHCP, VPN, VLAN, and Firewall services.

Skills: Problem solving

Internet Technician · Moldtelecom · Chişinău

April 2016 - August 2016 · 5 months

Provided technical support for Internet Provider Clients.

Focused on customer service and business customer service.

Skills: Problem Solving, Call

Desired industry

- IT, Tech

Education: Higher

Technical University of Moldova

Graduated in: 2019

Faculty: FCIM

Speciality: Information Technology