32 years

Male

Chișinău

in

TOP Skills

- **Helpdesk** · *5 years*
- **Analytical problem solving** · *5 years*
- **Data driven Issue analysis** · *5 years*
- **Knowledge Management** · *5 years*
- **Process improvement & Documentation** · *5 years*
- **Banking** · *1 year*

Preferences

- Full-time
- Hybrid

Languages

- **Romanian** · Communication
- **Russian** · Fluent
- **English** · Communication

QA engineer / IT Project manager

About me

looking for a QA / PM role

Work experience

Software Analyst · Katoen Natie · Chișinău
June 2019 - Present · 6 years 3 months

Responsibilities

1) System Support and Issue Resolution:

• Actively troubleshoot and resolve issues reported by warehouse personnel related to the Warehouse Management System (WMS) and other integrated applications, such as RF Android and Styra.

• Prioritize and resolve process-blocking incidents promptly to minimize downtime.

• Coordinate with developers for database changes and perform authorized updates directly in the WMS.

2) Incident Management:

• Analyze, reproduce, and document non-blocking issues for the development team using Microsoft Azure.

• Prepare detailed incident reports and scenarios to facilitate efficient problem resolution.

3) Knowledge Base Development:

• Create and maintain knowledge articles for recurring issues to support team members and onboard new hires effectively.

• Monitor and analyze the frequency of recurring issues to identify trends.

4) Collaboration and Communication:

• Serve as a liaison between the warehouse operations team and developers, ensuring clear and efficient communication.

• Participate in HyperCare and knowledge transfer meetings, acquiring in-depth understanding of new WMS setups.

• Provide structured feedback and insights to improve processes.

5) Process Optimization and Reporting:

• Generate monthly reports to track recurring issues, highlight trends, and propose proactive solutions.

• Analyze work volumes and tasks to ensure higher productivity within an optimized work schedule.

6) Customer Service Excellence:
• Deliver clear and professional communication when resolving incidents, focusing on user-friendly solutions.
• Provide weekend support on a rotational basis, addressing urgent issues to maintain system functionality.

Skills: Analytical problem solving, Process improvement & Documentation, Knowledge Management, Data driven Issue analysis, Helpdesk

Customer support manager · UPC Media · Chișinău
August 2018 - November 2018 · 4 months

Skills: Customer support

Sales Manager · INXY Ltd · Chișinău
December 2017 - June 2018 · 7 months

Skills: IT sales (dedicated servers)

Personal adviser · MBSG · Chișinău
December 2015 - August 2017 · 1 year 9 months

Skills: Banking

Desired industry

• IT, Tech

Education: Higher

USM
Graduated in: 2015
Faculty: Economics
Speciality: Finance & Bank