Senior IT Support Specialist

31 год
Мужской
Кишинев
50 000 MDL

ТОП Навыки

- **Feedback** · *6 лет*
- **Leadership** · *6 лет*
- **Dependability** · *6 лет*
- **Customer service** · *6 лет*
- **Conflict resolution** · *6 лет*
- **Critical thinking** · *6 лет*

Языки

- **Румынский** · Свободно владею
- **Русский** · Свободно владею
- **Английский** · Разговорный

Водительское удостоверение

Категория: B

Обо мне

- Goal setting and meeting goals
- Decision making
- Team management
- Making schedules
- Coordinating events
- Problem solving
- Productivity
- Teamwork
- Team leadership
- Multitasking
- Strategic thinking

Опыт работы

Service Desk Technician · QUIPU GmbH, Procredit Group · Кишинев

Апрель 2019 - Настоящее время · 6 лет 1 месяц

IT Support & Infrastructure Management (Banking Sector) - First-Line IT Support:

- Provided comprehensive 1st line technical support to over 100 bank employees, addressing issues
related to Microsoft 365 applications, Windows operating systems, proprietary banking applications,
and cloud-based services.
Endpoint Device Management:
- Prepared and configured new PCs and laptops for end-user deployment, ensuring seamless integration
with the bank's IT infrastructure.
Identity & Device Management:
- Managed user accounts and devices within Active Directory (AD), Azure Active Directory (Azure AD), and
Microsoft Intune, ensuring secure access and compliance.
Incident Management & SLA Adherence:
- Resolved IT incidents according to priority, adhering to defined Service Level Agreements (SLAs) to

minimize disruption and maintain service continuity.

Data Center Operations:

- Collaborated with the Networking team to perform physical maintenance and management of the data

center, including the installation of new equipment, testing, and troubleshooting.

Remote International Support:

- Provided remote IT support to employees located in other countries within the Procredit Group,

ensuring consistent service delivery across international locations.

Навыки: Adaptability, Conflict resolution, Critical thinking, Customer service, Dependability, Feedback, Leadership

IT service desk Team Leader · Sebn.com · Оргеев
Октябрь 2016 - Апрель 2019 · 2 года 7 месяцев

IT Support & Infrastructure Management -

Comprehensive IT Support (Administration):

- Provided technical assistance to over 250 administrative staff, resolving issues related to MS Office

Suite, Lotus Notes, SAP, 1C, Remote Desktop Protocol (RDP), AS/400, internet connectivity, and

hardware troubleshooting.

- Managed IT equipment procurement, configuration, and installation.

- Implemented 5S methodology to optimize workplace organization.

Production Area IT Support:

- Delivered technical support for 500+ computers in the production environment, encompassing

hardware and software configuration, resolution of production application issues, printer maintenance,

and pick-scanner support.

Network & Server Infrastructure:

- Performed physical installation and configuration of LAN infrastructure throughout the production area,

including switches and Ethernet outlets.

- Installed and configured server equipment and devices within server racks and server rooms.

Team Leadership & Management:

- Led and managed a team of 6 IT support technicians, utilizing Kanban workflow to coordinate and

prioritize daily tasks.

- Developed and documented standard operating procedures and user instructions for both the IT team

and other departments.

Active Directory & Server Administration:

- Created and managed Active Directory objects and groups to ensure secure and efficient user access.

- Deployed and maintained servers for floating licenses, supporting applications such as Autodesk and

Adobe Photoshop.
Навыки: Customer service, Leadership

Желаемая отрасль

- ИТ, Технологии

Образование: Неполное высшее

The state university Moldova
Год окончания: 2012
Факультет: IT
Специальность: IT

Курсы, тренинги

Java Fundamentals
Год окончания 2017
Организатор: Tekwill Academy

Azure Fundamentals (AZ-900)
Год окончания 2021
Организатор: Microsoft

MD-101: Managing Modern Desktops
Год окончания 2021
Организатор: Microsoft

ITIL 4 Foundation, Frankfurt
Год окончания 2019
Организатор: Quipu GmbH

Agile4Delivery
Год окончания 2024
Организатор: Quipu GmbH

ITIL 4 Edition
Год окончания 2024
Организатор: AXELOS