



27 ani  
 Masculin  
 Chișinău  
 25 000 MDL

## Preferințe

- Flexibil

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Comunicare

## Permis de conducere

Categoria: C

**Datele de contact sunt contra cost. Detalii aici: <https://www.rabota.md/ro/prices/cv>**

# L3 Technical Support Specialist

## Despre mine

- Atlassian Jira, Confluence;
- Redmine;
- Знание SQL и опыт работы с PostgreSQL;
- ITIL, ITSM;
- Ручное тестирование, тестирование методом черного и белого ящиков;
- Написание тест-планов и тест-кейсов;
- Формирование функциональных требований и функциональное тестирование;
- Постановка задач для разработчиков;
- Проектная документация;
- Деловая коммуникация;
- Проектный менеджмент.

## Experiența profesională

**L3 Tecnical Support Specialist** · URSiP · Peste hotare

*Noiembrie 2020 - Martie 2024 · 3 ani 4 luni*

Clients of a company I've worked with were provided with a software systems with complex business processes designed to work with large volumes of various documentation.

My duty as a tech support specialist was providing a high level of clients satisfaction and efficient operation of products:

- Receiving, classifying, and resolving requests from users in Redmine, Jira, via email, phone, or messengers. I've provided assistance with technical issues and errors, as well as consulted on the current features of software products;
- Active collaboration with project teams for efficient request resolution. My role included keeping in touch with analysts, system administrators, developers, and project managers and assigning tasks to specialists responsible for different aspects of the software, as well as manual testing (test plans and test cases writing included) of solutions provided to users;
- Documentation support for software products at different stages in accordance with certain standards (in my case, GOST). This included responsibility for creating and maintaining current documentation for each project, as well as submitting various

types of reports;

- Maintaining an internal knowledge base for each project. I have been building and keeping the knowledge base up-to-date for each project by compiling detailed and accessible instructions for typical queries solving as well as other various important project information.

## **Studii: Superioare incomplete**

**Национальный исследовательский университет «МЭИ»,  
Москва**

*Absolvit în: 2024*

Facultatea: Бизнес-информатика

Specialitatea: Архитектура информационных систем  
предприятия

**УниКИТ**

*Absolvit în: 2017*

Facultatea: Программирование в компьютерных системах

Specialitatea: Техник-программист