



👤 27 years

♂ Male

⌚ Chișinău

✉ 20 000 MDL

in

## TOP Skills

- **Data Entry Skills** · 2 years
- **Remote Monitoring** · 2 years
- **Microsoft Office** · 2 years
- **Genesys** · 2 years
- **Servicenow** · 2 years
- **SAP** · 2 years

## Preferences

- Full-time
- In shifts
- Remote

## Languages

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

**Contact details are available for a fee.**  
**Details here:**  
**<https://www.lucru.md/ro/preturi/cv>**

# Technical Support Engineer, Customer Support Engineer, ONLY REMOTE

## About me

I graduated from the College of Informatics in Moldova, by profession I am an IT specialist. After college, I did an internship at another college as a Network and PC Administrator. After practice, I decided to go into the field of PC and phone repair. After more than 1 year of work in a large company, having gained enough experience, I decided to go to another country. I went to Romania to work in one of the biggest networks of internet clubs. There, my partner and I carried out complete technical and software maintenance of computers, and remade the entire network. There was a lot of work in different cities, a total of just over 400 computers of various configurations. After the work was done, we helped open another Internet club, but unfortunately, immediately after its completion, a pandemic began, and the period of my temporary stay as a hired worker ended. After returning to the country, I was offered a job in the service center of a major supplier of electronics, gadgets and accessories. Here I gained great experience not only in computers and telephones, but also in management, logistics, reporting, employee management. In parallel, performing two different duties, I gathered a wealth of knowledge and experience. At the moment I am looking for work outside my country for my own development, and maybe the transfer of what I have accumulated. I love technology, learning new things and meeting interesting people. I am very calm and prudent, I love order and knowing how it works.

Продвинутый пользователь ПК

Знание Русского и Румынского языка

Умение принимать и осуществляет звонки клиентам

Средне-продвинутые знания ремонта компьютеров и мобильных телефонов

Умение убеждать, объяснять, уговаривать, продавать

Быстро адаптируюсь под любую ситуацию

Почти хорошее чувство юмора.

## Work experience

**Operator suport tehnic** · Stefanini · Chișinău*March 2023 - Present · 2 years 11 months*

Client Support: Engage with clients via email and phone to resolve technical issues such as password resets, internet connectivity problems, and email inquiries.

Remote Assistance: Log into clients' computers to troubleshoot and resolve software issues effectively.

Documentation: Accurately log and document all interactions and issues in our ticketing system to ensure seamless knowledge sharing and follow-up.

Problem Escalation: Identify and escalate complex issues to higher support levels when necessary, ensuring timely resolution for our clients.

Client Guidance: Provide clear and concise information to clients, enhancing their understanding and satisfaction.

Skills: Remote Monitoring, Microsoft Office, Genesys, Servicenow, SAP, SAP HANA, Customer Support, Customer Service, Communication Skills, Comptia, ITIL, English

**Оператор-приемщик-тестировщик** · Atom*Service · Chișinău**May 2020 - January 2023 · 2 years 9 months*

В мой обязанности входит:

Прием устройств в сервисный центр

Прием звонков от клиентов и консультирование

Осуществление звонков для согласования ремонта, оповещение о готовых устройствах

Проверка перед отправкой мастеру

Тестирование после ремонта

Тестирование для выявление дефектов

Подготовка устройства к выдаче

Подготовка документов о проделанных работах

Тестирование ПО предпродажных устройств компаний Oppo (по случаю)

Skills: Data Entry Skills

**Operator** · Service Centru Darwin · Chișinău*November 2019 - November 2020 · 1 year 1 month*

Принимал устройства на ремонт, сортировал, заполнял анкету в программе 1С, расспрашивал клиентов по поводу устройства получая как можно более детальную информацию. Предоставлял консультацию по поводу ремонта, продавал платные ремонты и гаджеты, предоставлял услуги связанные с программным обеспечением и решением возникшим проблемам. Принимал звонки и консультировал по телефону клиентов, а также информировал по поводу цены и времени ремонта. А также некоторые мелкие обязанности.

**Tehnician** · I.P. "Centrul de Excelență în Construcții" · Chișinău

*March 2018 - July 2018 · 5 months*

Am îndeplinit stagiul de practică la CEC , unde am fost îndreptat după recomandare directorului de la CEITI.

Am îndeplinit obligațiunile unui tehnician universal de întreținere și dezvoltare a tuturor sistemelor de calcul și rețelistică din colegiu.

Закончил практику в СЕС, куда был направлен по рекомендации директора СЕИТИ.

Выполнял обязанности поддержки и развития всех рабочих устройств и локальной сети.

**Programist-Analyst** · SRL "PredictLabs" · Chișinău

*July 2017 - September 2017 · 3 months*

Только прошел стажировку. Компания занималась отправкой писем разного рода о существующих и будущих акциях.

Am finisat stagierea.

**Desired industry**

- IT, Tech

**Education: Specialized secondary**

**Centrul de Excelență în Informatică și Tehnologii Informaționale**

*Graduated in: 2018*

Speciality: IT

**Courses, trainings**

**Curs mediu-avansat MS Excel**

*Graduated in 2020*

Organizer: MindUp