MG

👤 27 years

♂ Male

📍 Chișinău

in

TOP Skills

- **Monitoring of Systems** · 5 years
- **Problem Solving** · 5 years
- **Incident Management** · 3 years
- **Adaptability** · 2 years
- **Log Analysis and Troubleshooting** · 2 years
- **Time and Task Management** · 2 years

Preferences

- Full-time
- Part-time
- Flexible
- In-house
- Hybrid
- Remote

Languages

- **Romanian** · Native
- **Russian** · Communication
- **English** · Communication

Skills

- Problem Solving
- Personal Development Desire

IT Engineer

About me

I am a responsible person with analytical and logical thinking, adaptable to various work environments. I have the ability to quickly learn new techniques and tools, including specialized software, and I am open to change and continuous development. I work efficiently both individually and as part of a team, demonstrating flexibility, kindness, and a constant desire to improve my personal and professional skills.

On a personal level, in my free time, I expand my programming knowledge, particularly in PHP, Laravel, HTML, CSS, JavaScript, and MySQL. I continuously engage in projects to apply my knowledge and enhance my problem-solving abilities.

In my professional experience, I have gained experience in troubleshooting, application maintenance, and system administration. I have worked on analyzing and resolving technical issues through log investigation, ticket management, and collaboration with cross-functional teams to provide solutions. I am experienced in using tools such as Jira and Confluence for incident tracking and project management, ensuring smooth communication and workflow. Additionally, I am skilled in system monitoring with tools like Grafana and have experience in cloud technologies such as Google Cloud.

My ability to prioritize tasks and manage workloads based on urgency ensures timely problem resolution and system reliability. I also take part in the continuous improvement of services, identifying potential solutions for recurring problems, and testing them to enhance overall system performance.

Work experience

L2 Technical Suport Engineer · Moldindconbank · Chișinău

April 2025 - Present · 6 months

- L2 Technical Support & Incident Management

- Analyze and resolve various types of incidents by collaborating with Project Managers, Developers, QA Testers, and DevOps Engineers, ensuring business continuity and timely resolution

- Troubleshoot complex software issues and identify effective solutions

- Work with databases: MySQL, Oracle

- Participate in incident analysis, testing, and identifying workarounds to restore services quickly

- Reproduce reported software issues in test environments to

- Career Growth Aspiration
- Multitasking
- Independent Work
- Teamwork
- Adaptability
- Flexibility
- Professional Responsibility

Driving licence

Category: B
With personal auto

validate fixes
- Collaborate with internal teams to implement preventive measures and reduce incident recurrence
- Handle L1 escalations and reduce resolution time for critical tickets
- Document issues and create clear step-by-step workarounds to support faster resolutions
- Work within Agile methodology, attending daily stand-ups and collaborating closely with cross-functional teams
Technologies used in the work process:
- Oracle;
- Grafana;
- Jira;
- PuTTY;
- WinSCP;
- Confluence;
- Linux;
- Oracle OCC;

Skills: Quick learning, Adaptability, Analytical Thinking, Technical Support, Hard Work and Dedication, Monitoring of Systems, Incident Management, Software Troubleshooting, Log Analysis, Team Working

Incident analyst · Stefanini · Chișinău
July 2022 - April 2025 · 2 years 10 months

- Investigating application logs to identify the issue that led to the creation of the ticket.
- Reporting, prioritizing, and resolving issues identified from the log investigation. Escalating issues when necessary.
- Participating in the analysis, testing, and resolution of major incidents.
- Managing workload according to the priority of tasks.
- Contributing to the service improvement process.
- Identifying and testing potential solutions for existing problems.
Technologies Used in the Work Process:
- MySQL
- Grafana
- Elasticsearch
- Google Cloud
- Jira
- Confluence
- Putty
- WinSCP

Skills: Log Analysis and Troubleshooting, Incident Management, Problem Solving, Time and Task Management, Collaboration, Monitoring of Systems, Cloud Services

Product Manager · I.P. Center for Information Technologies in Finance · Chișinău

March 2020 - June 2022 · 2 years 4 months

1. Corrective and Adaptive Maintenance of Existing Systems:
- Analyze and investigate tickets received from clients
- Identify optimal solutions to resolve reported issues, either independently or in collaboration with responsible teams
- Collaborate with development and QA teams to implement and test solutions, while monitoring the entire process to ensure successful delivery
- Update tickets with clear status information and communicate resolutions to clients

2. Interaction with Application Stakeholders:
- Perform corrective application maintenance through updates based on stakeholder requirements
- Organize clarification meetings when necessary to gather detailed requirements
- Communicate progress and present implemented adjustments to stakeholders

3. Tools and Skills Utilized:
- Databases: Microsoft SQL Server
- Application monitoring: Grafana
- Manual testing

Skills: Team Collaboration, Client Communication, Attention to Detail, Project Management, Adaptability, Time Management, Monitoring of Systems, Manual Testing, Technical Documentation Creating, analysis, updating, Problem Solving

Providing Services · Central Electoral Commission · Chișinău

August 2019 - November 2019 · 4 months

- Maintenance of the equipment involved in the electoral process.
- Maintenance and repair of computers, printers, and cameras used in the election process.
- Installation and configuration of the necessary applications for conducting elections.
- Delivery and handover of equipment for the electoral process.
- Verification and retrieval of equipment after the electoral process.

Skills: Team Working, Professional Responsibility, Flexibility, Adaptability

Study Laboratory Engineer · Technical University of Moldova · Chișinău

October 2017 - September 2019 · 2 years

- Maintaining the optimal functionality of computers, modems, and networks in the university's laboratory rooms.
- Repairing and configuring equipment in the laboratory rooms.
- Preparing rooms for various activities: presentations, courses, and official university events.

- Other Activities Within the University

Skills: Team Working, Independent Work, Multitasking

Desired industry

- IT, Tech

Education: Higher

Technical University of Moldova
Graduated in: 2022
Faculty: Computers, Computer Science, and Microelectronics
Speciality: Master's Degree - Information Technologies

Technical University of Moldova
Graduated in: 2020
Faculty: Computers, Computer Science, and Microelectronics
Speciality: Information Technologies