DB

👤 33 years

♂ Male

◎ Chişinău

in ◯

TOP Skills

- **Remote Desktop Support** · *4 years*
- **CRM** · *3 years*
- **SharePoint** · *3 years*
- **JIRA** · *3 years*
- **Cross-team Communication** · *3 years*
- **Problem Solving & Documentation** · *3 years*

Preferences

- Full-time
- In-house
- Hybrid
- Remote

Languages

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

Skills

- Problem Solving
- Process Improvement in ITIL environments
- Incident Management & Prioritization

IT Specialist

About me

With more than 6 years of experience in IT support and incident handling, I've built strong skills in solving technical issues and working in team-oriented environments. I have developed strong skills in troubleshooting, SQL querying, customer communication, and issue resolution across multiple IT environments, including POS support, network troubleshooting, and software testing. I stand out through my attention to detail, proactive approach to problem-solving, and ability to collaborate across teams.

In addition, I completed a Front-End Development course, gaining hands-on knowledge of HTML, CSS, JavaScript, and Git – which allows me to bridge the gap between technical support and software development. I am confident that my combined skills in support, testing, and coding enable me to bring value and flexibility to any IT team.

Work experience

Incident Analyst · Stefanini · Chişinău

September 2023 - Present · 2 years 5 months

- Provided technical assistance and support for point-of-sale (POS) applications used by major retailers across Europe.

- Performed application and database checks using MySQL to identify and resolve system incidents.

- Identified, documented, and prioritized incidents to ensure efficient resolution and minimize business impact.

- Ensured quality assurance through proactive monitoring and issue prevention.

- Escalated high-priority risks and unresolved issues to the team leader and incident manager.

- Contributed to the continuous improvement of the incident management process by identifying gaps and proposing enhancements.

Skills: Customer Communication & Support, Problem Solving & Escalation Management, POS Application Support, Transfer Protocols), Remote Troubleshooting (Putty, Jira Ticketing & Issue Tracking, MySQL & SQL Incident Analysis

Client Service Analyst · Arobs Transilvania Software

- Customer Support & Communication

Driving licence

Category: B
With personal auto

· Cluj Napoca
June 2018 - August 2021 · 3 years 3 months

- Provided technical and functional support to customers using the TRACKGPS application.
- Investigated and diagnosed issues using SQL queries and escalated complex cases to relevant departments when necessary.
- Collaborated closely with development teams to analyze dysfunctions and propose improvements based on customer feedback.
- Logged all incidents and support interactions in the Request Tracker (RT) system, ensuring traceability and follow-up.
- Identified performance bottlenecks in application usage scenarios and documented them in JIRA for future development.
- Ensured all customer tickets were addressed within SLA timeframes and maintained a high level of customer satisfaction.
- Delivered training and guidance to end users on how to use software features effectively.

Skills: CRM, SharePoint, JIRA, Cross-team Communication, Problem Solving & Documentation, Remote Desktop Support, SQL Querying and Analysis, Customer Support & Incident Management

Senior Technical Support Specialist · UPC · Cluj Napoca
January 2017 - June 2018 · 1 year 6 months

- Managed and resolved escalated technical support tickets related to internet, telephony, TV, and networking issues.
- Configured and troubleshot various network equipment (switches, routers, media converters) using telnet, SSH, and HTTP sessions.
- Ensured timely resolution of support tickets within Service Level Agreements (SLA) and Estimated Time of Resolution (ETR).
- Provided remote technical support to customers, diagnosing and resolving complex issues remotely via remote desktop and network tools.
- Delivered exceptional customer service by maintaining clear communication, managing customer expectations, and resolving technical problems efficiently.
- Contributed to improving 1st Level Support operations by providing feedback on recurring issues and recommending process improvements.
- Collaborated with internal teams and network administrators to escalate and resolve complex network problems, ensuring quick resolution and minimal downtime.

Skills: Customer Support, Remote Support, Ticket Management and SLA Adherence, Troubleshooting and Problem Resolution, Networking andwork Equipment Configuration, Net

Technical Support · UPC · Cluj Napoca
August 2015 - January 2017 · 1 year 6 months

- Managed customer support calls for a wide range of technical issues, including internet, telephony, TV, email, and applications.
- Troubleshot and resolved technical problems efficiently using specialized software and network equipment.
- Provided remote support to clients, ensuring timely and accurate solutions through remote desktop tools and other troubleshooting methods.
- Directed customer calls efficiently, ensuring a seamless support experience and prompt problem resolution.

Contributed to maintaining high customer satisfaction by delivering exceptional service and effectively managing multiple issues at once.

Skills: Multitasking and Time Management, Technical Communication, Remote Desktop Support, Customer Support and Troubleshooting

QA Manual Tester · Tapptitude SRL · Cluj Napoca
January 2014 - September 2014 · 9 months

Internship Experience

Performed detailed manual testing of software applications, with a focus on Apple devices. Identified and reported bugs, collaborating closely with development teams to ensure quality standards. Gained hands-on experience with console-specific issues and demonstrated strong problem-solving and communication skills. Contributed to real projects such as Zonga, TEDxCluj, and VIAS.

Acquired skills and competencies: manual testing, bug reporting, GUI testing

Skills: Adaptability and willingness to learn in fast-paced environments, Ability to write clear and concise test cases based on requirements, Understanding of software development life cycle (SDLC) and testing methodologies, Strong communication and team collaboration skills

Desired industry

- Logistics / Transport

Education: Higher

Universitatea Tehnica din Cluj Napoca
Graduated in: 2015
Faculty: Autovehicule Rutiere
Speciality: Mecanica

Liceul Teoretic Agrar
Graduated in: 2011

Courses, trainings

Front End Developer
Graduated in 2023
Organizer: Beetroot Academy

Intro in IT
Graduated in 2019
Organizer: Scoala informala de IT Cluj