



👤 22 ani
♂ Masculin
📍 Anenii Noi
💰 20 000 MDL

in

TOP Competențe

- **Team Helper** · 1 an
- **Swift Thinking** · 4 luni

Preferințe

- Full-time
- În locația angajatorului
- Hibrid (Oficiu/Acasă)
- Remote

Limbi

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

Permis de conducere

Categoria: B

Datele de contact sunt contra cost. Detalii aici: <https://www.lucru.md/ro/preтури/cv>

HelpDesk

Experiența profesională

Support Engineer · Stefanini · Chișinău

Decembrie 2023 - Prezent · 2 ani

Stefanini provides outsourcing services, allowing businesses to delegate their IT operations to Stefanini's expert teams.

As a Support Engineer I provided Tier 1 support to Stefanini customers, ensuring that all their problems are solved as soon as possible.

Core responsibility #1. First-line Support - Responding to incoming inquiries via various channels such as phone, email, or chat, and providing initial troubleshooting assistance.

Core responsibility #2. Ticket Management - Logging and documenting support requests using a ticketing system such as ServiceNow, Salesforce and Jira.

Core responsibility #3. Escalation Management - Identifying issues that require escalation to higher-level support teams or specialized technicians.

Competențe: Team Helper

Technical support · ProOptimus SRL · Chișinău

Septembrie 2023 - Decembrie 2023 · 3 luni

ProOptimus S.R.L deals with providing customer support for those who are facing software or hardware difficulties.

Core responsibility #1 was to provide Tier 1 & Tier 2 support to customers (both on-site and remote). I was capable of making efficient, responsible, and fast decisions.

Core responsibility #2 involved performing IT equipment maintenance, checking its status, and updating as needed.

Core responsibility #3 beside dealing with IT equipment malfunctions, I was involved in ensuring minimal disruption for staff, hence maintaining low downtime.

Competențe: Swift Thinking

Domeniul dorit

- IT, Tech

Studii: Medii de specialitate

Colegiul National Ferdinand I

Studiez la moment

Specialitatea: Matematica - Informatica

Cursuri, training-uri

A+

Absolvit în 2023

Organizator: Comptia

Security+

Absolvit în 2022

Organizator: Comptia

CCNA

Absolvit în 2024

Organizator: Cisco