



👤 36 ani
♂ Masculin
📍 Chișinău
💰 15 000 MDL

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

IT Service Engineer

Despre mine

Experienced Information Technology Service Desk with a demonstrated history of working in the Automotive company and banking industry. Skilled in Computer Repair, IT Service Management, and IT technical Services. Strong customer success and support professional with a Advanced Diploma focused in Computer Science from Rwanda Polytechnic.

Experiența profesională

IT System Operation Technician · Fujikura

Automotive MLD SRL · Chișinău

Martie 2023 - Martie 2025 · 2 ani 1 lună

- Installation of PC hardware
- Check and maintain computer hardware
- Install, configure and manage software and their functions according to specifications
- Ensure security and privacy of networks and computer systems
- Assist in and plan training, development and education for new software and hardware
- Troubleshoot to identify and resolve problems in a timely manner
- Maintain records/logs of repairs and fixes
- Maintain hardware and software inventory
- Identify computer or network equipment shortages and place orders when necessary

Competențe: Fiabilitate, Rezolvarea Problemelor, Satisfacția Clientului, Managementul Stresului, Lucrul în Echipă

IT Service Desk and Monitoring Engineer · Equity

Bank Rwanda · Kigali

Aprilie 2019 - Noiembrie 2022 · 3 ani 8 luni

Competențe: Managementul Serviciilor IT, Access management, Monitorizarea Performanței, Satisfacția Clientului, ITOps

Domeniile dorite

- IT, Tech

TOP Competențe

- Satisfacția Clientului · 5 ani
- Access management · 3 ani
- Monitorizarea Performanței · 3 ani
- Managementul Serviciilor IT · 3 ani
- ITOps · 3 ani
- Lucrul în Echipă · 2 ani

Preferințe

- Full-time

Limbi

- Română · Nu cunosc
- Rusă · Nu cunosc
- Engleză · Fluent
- Franceză · Fluent

Permis de conducere

Categoria: B

- Service / Reparații

Studii: Superioare

Rwanda Polytechnic.

Absolvit în: 2018

Facultatea: Computer science

Specialitatea: Information and Communication Technologies

Cursuri, training-uri

ISO/IEC 20000-1. Service management system

Absolvit în 2021

Organizator: Cristian Lupa

ISO/IEC 27001. Information Security Management System.

Absolvit în 2022

Organizator: Cristian Lupa

ServiceNow Certified Administration For Beginners

Absolvit în 2022

Organizator: Syed Ali, Syed Raza, ClayDesk Elearning

IT Help Desk Professional

Absolvit în 2020

Organizator: Pail Hill

CompTia IT Fundamentals ITF+(FCO-U61)

Absolvit în 2020

Organizator: Scott Jemigan