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<https://www.lucru.md/ro/preturi/cv>**

# Technical support

## About me

Highly accomplished IT professional with 7+ years of hands-on experience spanning Telecommunications, Internal IT Support, and Salesforce Administration. Proven ability to troubleshoot and manage complex global IT environments supporting 1000+ employees. Expert in high-volume technical support, network configuration, and translating complex technical information into easily understandable terms. Possesses Initiative, Foresight, and the ability to work under pressure in fast-paced environments.

## Work experience

### Information Support Engineer · Gilat Satellite Networks Ltd · Chişinău

*February 2024 - Present · 1 year 10 months*

Provided high-level Tier 3 internal IT support for over 1000 employees globally, focusing on critical business applications and infrastructure stability.

Managed and troubleshooted multiple complex systems used by employees globally, including Salesforce, SAP, and travel systems.

Managed the internal ticketing system, SysAid, overseeing ticket queues and ensuring timely resolution of high-priority system incidents.

Skills: Professionalism, Analytical thinking, Strong Communication Skills, Patience, Ability to Work Under Pressure, Quick Learning, Quick Thinking, Process Improvement, Foresight, Initiative

### Salesforce Administrator · Gilat Satellite Networks Ltd · Chişinău

*December 2021 - February 2024 · 2 years 3 months*

Served as the primary technical resource for Salesforce Administration and application support for internal teams.

Created and managed reports and dashboards, and handled multiple custom requests from employees to enhance data visibility and internal workflows.

Provided support and training to users, expertly relaying complex technical information to non-technical staff to increase application adoption and efficiency.

👤 32 years

♂ Male

📍 Chişinău

💰 35 000 MDL

in

## TOP Skills

- **Professionalism** · 5 years
- **Analytical thinking** · 5 years
- **Strong Communication Skills** · 5 years
- **Problem Solving** · 5 years
- **Process Improvement** · 4 years
- **Foresight** · 4 years

## Preferences

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

## Languages

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

## Skills

- Initiative
- Foresight
- Process Improvement
- Quick Thinking

- Quick Learning
- Ability to Work Under Pressure
- Patience
- Strong Communication Skills
- Ability to Relay Technical Information in Easy Understanding Manner
- Analytical thinking
- Problem Solving
- P

Skills: Process Improvement, Foresight, Initiative

### **Helpdesk Operator** · Gilat Satellite Networks Ltd · Chişinău

*March 2018 - December 2021 · 3 years 10 months*

Provided first line support to the company's 1000+ employees globally through calls, email, and chat.

Handled crucial administrative tasks including user creation in Active Directory and user administration in IT systems.

Managed email administration (whitelist/block) and diagnosed/resolved hardware, software, and network access issues.

Skills: Professionalism, Problem Solving, Analytical thinking, Ability to Relay Technical Information in Easy Understanding Manner, Strong Communication Skills

### **Telecommunication Engineer (Team Leader)** · Moldtelecom · Chişinău

*January 2018 - February 2018 · 2 months*

Managed the daily workflow for a small team of support technicians, serving as the first point of escalation for complex network issues.

Skills: Attention to details, Teamwork

### **Telecommunication Engineer** · Moldtelecom · Chişinău

*August 2016 - January 2018 · 1 year 6 months*

Managed a high-volume external support environment, successfully handling an average of 120 technical calls per day, demonstrating exceptional capacity for rapid diagnostics.

Managed escalated cases and performed proactive call-backs to customers to maintain high satisfaction and resolve long-standing issues.

Specialized in network troubleshooting and configuration, including Layer 2 switching, DNS, DHCP, VPN, VLAN, and Firewall services.

Skills: Problem solving

### **Internet Technician** · Moldtelecom · Chişinău

*April 2016 - August 2016 · 5 months*

Provided technical support for Internet Provider Clients.

Focused on customer service and business customer service.

Skills: Problem Solving, Call

## **Desired industry**

## **Driving licence**

With personal auto

- IT, Tech

## **Education: Higher**

**Technical University of Moldova**

*Graduated in: 2019*

Faculty: FCIM

Speciality: Information Technology