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- 👤 30 лет
- ♂ Мужской
- 📍 Кишинев
- 💰 50 000 MDL

## ТОП Навыки

- **Adaptability, Conflict resolution, Critical thinking, Customer service, Dependability, Feedback, Leadership.** · 5 лет
- **Customer service, Leadership** · 2 года

## Языки

- **Румынский** · Свободно владею
- **Русский** · Свободно владею
- **Английский** · Разговорный

## Водительское удостоверение

Категория: B

# IT Senior Service Desk

## Обо мне

- Googling
- Goal setting and meeting goals
- Decision making
- Team management
- Making schedules
- Coordinating events
- Problem solving
- Productivity
- Teamwork
- Team leadership
- Multitasking
- Strategic thinking

## Опыт работы

**Service Desk Technician** · QUIPU GmbH, Procredit Group · Кишинев

*Апрель 2019 - Настоящее время · 5 лет 11 месяцев*

- IT support for 100+ bank employees as 1st line support technician (o365 apps, Windows, bank applications, cloud)
- Prepare new machines (PC/Laptops) and configure it for end-user
- managing objects in AD, Azure AD, Intune
- Resolving incidents by priority following SLA
- Physically manage data center (installation of new equipment, testing and troubleshooting) together with Networking team
- Remotely support employees from another countries who is a part of Procredit Group

Навыки: Adaptability, Conflict resolution, Critical thinking, Customer service, Dependability, Feedback, Leadership.

**IT service desk Team Leader** · Sebn.com · Оргеев

*Октябрь 2016 - Апрель 2019 · 2 года 7 месяцев*

- IT support for 250+ administration staff (MS office, lotus notes, SAP, 1C, RDP, AS/400, internet connection, easy hardware issues).

Purchasing new IT equipment.  
Configuration and installation.  
Organizing workplaces using 5S methodology.  
- IT support for 500+ computers in production area (configuration and installation, resolving daily problems with production application, printers and pick-scanners)  
- Physical installation of LAN network through all production area, using switches and ethernet outlets.  
- Physical installation of server equipment and devices in racks and server rooms  
- Managing of 6 person team. Controlling and coordinating their daily tasks using KANBAN Flow  
- Creating procedures and instruction for my team and other departments  
- Creating and managing objects and groups in AD  
- Creating servers for floating licenses for Autodesk, Adobe Photoshop

Навыки: Customer service, Leadership

## **Желаемая отрасль**

- ИТ, Технологии

## **Образование: Неполное высшее**

### **The state university Moldova**

*Год окончания: 2012*

Факультет: ИТ

Специальность: ИТ

## **Курсы, тренинги**

### **Java Fundamentals**

*Год окончания 2017*

Организатор: Tekwill Academy

### **Azure Fundamentals (AZ-900)**

*Год окончания 2021*

Организатор: Microsoft

### **MD-101: Managing Modern Desktops**

*Год окончания 2021*

Организатор: Microsoft

### **ITIL 4 Foundation, Frankfurt**

*Год окончания 2019*

Организатор: Quipu GmbH

**Agile4Delivery**

*Год окончания 2024*

Организатор: Qiipu GmbH

**ITIL 4 Edition**

*Год окончания 2024*

Организатор: AXELOS