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

Опыт работы

Service Desk Technician · QUIPU GmbH, Procredit Group · Кишинев
Апрель 2019 - Настоящее время · 5 лет 6 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: IT
Специальность: IT

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: Quipu GmbH

ITIL 4 Edition
Год окончания 2024
Организатор: AXELOS