



Контактные данные предоставляются за дополнительную плату. Подробности здесь: <https://www.rabota.md/ro/prices/cv>

👤 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 10 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