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## IT / English / Management

### Despre mine

I am a seasoned professional with a degree in Education Sciences and a distinguished 12-year career spanning English language instruction, translation, IT support, administration, project management, and procurement. My experience includes substantial roles in both non-profit and corporate sectors, as well as international organizations, where I have consistently demonstrated exceptional skills in strategic planning, organizational efficiency, task prioritization, and adept multitasking. My refined communication abilities, capacity to perform under pressure, exemplary customer service, and technical acumen have been instrumental in my success. I am fluent in Romanian, English, and Russian, which further enhances my ability to work effectively in diverse environments. This diverse expertise allows me to seamlessly adapt and excel, delivering superior outcomes across various professional landscapes.

- MS Office Suite, iOS, Microsoft Azure, Active Directory, Apple MDM, SAP Products, IT Procurement

- IT Management

- Inventory Management

- Troubleshooting Software/Hardware

- Technical Support

- Network cabling and preventative maintenance

- Patch management and supporting desktop systems

- Translation/Interpretation - English/Romanian/Russian

- Administrative skills

- Communication skills

- Accuracy and attention to detail

- Project Management and Network Administration

- Ability to function within company environments with a do-whatever-it-takes attitude

- Strong technical acumen and capability to manage projects simultaneously

- Problem solver

- Good communicator

- Strategic Planning

- Teamwork

- Excellent customer service skills, always showing patience, being attentive whilst showing a clear knowledge with a positive attitude

- Ability to self-motivate and multi-task

👤 35 ani  
♂ Masculin  
📍 Chişinău

### Preferințe

- Full-time

### Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent

### Permis de conducere

Categoria: B

- Time management and problem-solving skills

## **Experiența profesională**

### **IT Infra OPS Engineer** · Katoen Natie

*Martie 2022 - August 2023 · 1 an 6 luni*

- Providing technical and informational support (software and hardware issues, driver installation and update, user management, VoIP phones configuration, internet connection, etc.) to company employees from all over the world.
- Accurate identification of user problems via IT support tools and remote tools
- Analyze, Diagnose and Resolve Windows Server OS / Network, application-related issues of end-user
- Contribute new procedures and policies within the IT department and maintain current procedures and policies

### **Office Assistant** · American Councils

*Februarie 2021 - Februarie 2022 · 1 an 1 lună*

- Ensure the office is kept in an orderly condition, manage the flow of visitors to office locations, and maintain stock of office supplies and equipment.
- Other administrative duties as required by the country director.

### **IT Office Administrator** · Mercury Engineering Ireland

*Aprilie 2018 - August 2020 · 2 ani 5 luni*

- Providing technical support in person, over the phone and via email to over 2000+ users across the Europe
- Main SAP requisitioner for the IT Department
- Plan, implement and roll out Microsoft Intune MDM platform to manage iOS tablets and devices including the use of Apple DEP program.
- Consult with third party vendors to continuously improve services and resolve issues with bespoke applications. E.g., Citrix, SAP, Autodesk, Microsoft, Sophos, etc.
- Create and update infrastructure related documentation, manuals, knowledge bases and template configuration files.
- Setup new sites including proposals, documentation, procurement, management, installing hardware/software, testing, troubleshooting (desktop, laptop, printers, switches, servers, fiber optics, etc.)
- Deploy Windows 7/10 OS upgrade across the business • Manage and support iOS/Android/Windows based tablets and phones
- Manage IT inventory - analyze business requirements and purchase appropriate equipment. Renew support and software licensing contracts

- Providing support for the end users and IT staff.

### **Front Desk Receptionist** · Plaza Hotel Dublin, Ireland

*Octombrie 2017 - Martie 2018 · 5 luni*

- Register & process guests and their assigned rooms
- Up Selling guest rooms and promoting hotel services

### **IT Administrator/Project Coordinator** · Mission Without Borders

*Decembrie 2012 - Septembrie 2017 · 4 ani 10 luni*

- Maintained computers, printers, scanners, photocopiers.
- Install, configure and troubleshoot Windows OS, Mac OSX, MS Office and other Software
- Helping 50 employees concerning the use of computer hardware, office 365 and operating systems.
- Plan, design and implement data connectivity for local area network
- Prepared reports and uploaded them to our SharePoint database of 500 families and more than 3000 children.
- Monitored general correspondence, via electronic and other mail whilst maintaining excellent relations with colleagues from Moldovan, British and Norwegian Office.
- Monitoring and reporting all budgetary operations of the IT Department.
- Coordinated our Scholarship program for more than 100 students
- Translating and provide "in house" translation and interpretation services for our office

## **Studii: Superioare**

### **Universitatea de Stat Alecu Russo Balti**

*Absolvit în: 2012*

Facultatea: Limbi Strani

Specialitatea: Licentiat in stiinte ale Educatiei

## **Cursuri, training-uri**

### **CompTIA A+**

*Absolvit în 2019*

Organizator: CBT Nuggets