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# Technical Support / Incident analyst

## About me

I am a responsible person with analytical and logical thinking, adaptable to various work environments. I have the ability to quickly learn new techniques and tools, including specialized software, and I am open to change and continuous development. I work efficiently both individually and as part of a team, demonstrating flexibility, kindness, and a constant desire to improve my personal and professional skills.

On a personal level, in my free time, I expand my programming knowledge, particularly in PHP, Laravel, HTML, CSS, JavaScript, and MySQL. I continuously engage in projects to apply my knowledge and enhance my problem-solving abilities.

In my professional experience, I have gained experience in troubleshooting, application maintenance, and system administration. I have worked on analyzing and resolving technical issues through log investigation, ticket management, and collaboration with cross-functional teams to provide solutions. I am experienced in using tools such as Jira and Confluence for incident tracking and project management, ensuring smooth communication and workflow. Additionally, I am skilled in system monitoring with tools like Grafana and have experience in cloud technologies such as Google Cloud and Linux systems administration.

My ability to prioritize tasks and manage workloads based on urgency ensures timely problem resolution and system reliability. I also take part in the continuous improvement of services, identifying potential solutions for recurring problems, and testing them to enhance overall system performance.

## Work experience

### Incident analyst · Stefanini

*July 2022 - Present · 2 years 8 months*

- Investigating application logs to identify the issue that led to the creation of the ticket.
- Reporting, prioritizing, and resolving issues identified from the log investigation. Escalating issues when necessary.
- Participating in the analysis, testing, and resolution of major incidents.
- Managing workload according to the priority of tasks.
- Contributing to the service improvement process.

👤 27 years

♂ Male

📍 Chişinău

in

## TOP Skills

- **Problem Solving** · 4 years
- **Monitoring of Systems** · 4 years
- **Log Analysis and Troubleshooting** · 2 years
- **Incident Management** · 2 years
- **Cloud Services** · 2 years
- **Time and Task Management** · 2 years

## Preferences

- Full-time
- Part-time
- Flexible
- In-house
- Hybrid
- Remote

## Languages

- **Romanian** · Native
- **Russian** · Communication
- **English** · Communication

## Skills

- Problem Solving
- Personal Development Desire

- Career Growth Aspiration
- Multitasking
- Independent Work
- Teamwork
- Adaptability
- Flexibility
- Professional Responsibility

- Identifying and testing potential solutions for existing problems.

Technologies Used in the Work Process:

- MySQL
- Linux
- Grafana
- Elasticsearch
- Google Cloud
- Jira
- Confluence
- Putty
- WinSCP

Skills: Log Analysis and Troubleshooting, Incident Management, Problem Solving, Time and Task Management, Collaboration, Monitoring of Systems, Cloud Services

### **Product Manager** · I.P. Center for Information Technologies in Finance

*March 2020 - June 2022 · 2 years 4 months*

1. Corrective and Adaptive Maintenance of Existing Systems:

- Analyzing and investigating tickets received from the client.
- Identifying an optimal solution to resolve the reported issue, either individually or with the involvement of the responsible teams.
- Collaborating with the responsible team to implement and test the identified solution. Monitoring the implementation of the solution by the responsible teams.
- Updating the initially created ticket to inform the client.

2. Interaction with the Application Beneficiary:

- Performing corrective application maintenance through updates based on the beneficiary's requirements.
- Organizing meetings, if necessary, for further clarifications.
- Informing the beneficiary and presenting the requested adjustments.

3. Tools and Skills Used in the Work Process:

- Programming Language: C# (.NET) - beginner level.
- Databases: Microsoft SQL Server.
- Application monitoring using Grafana.
- System Administration - beginner level.
- Manual Testing - beginner level.

Skills: Team Collaboration, Client Communication, Attention to Detail, Project Management, Adaptability, Time Management, Monitoring of Systems, Manual Testing, Technical Documentation Creating, analysis, updating, Problem Solving

### **Providing Services** · Central Electoral Commission

*August 2019 - November 2019 · 4 months*

- Maintenance of the equipment involved in the electoral process.
- Maintenance and repair of computers, printers, and cameras

## **Driving licence**

Category: B

With personal auto

used in the election process.

- Installation and configuration of the necessary applications for conducting elections.
- Delivery and handover of equipment for the electoral process.
- Verification and retrieval of equipment after the electoral process.

Skills: Team Working, Professional Responsibility, Flexibility, Adaptability

## **Study Laboratory Engineer · Technical University of Moldova**

*October 2017 - September 2019 · 2 years*

- Maintaining the optimal functionality of computers, modems, and networks in the university's laboratory rooms.
- Repairing and configuring equipment in the laboratory rooms.
- Preparing rooms for various activities: presentations, courses, and official university events.
- Other Activities Within the University

Skills: Team Working, Independent Work, Multitasking

## **Desired industry**

- IT, Tech

## **Education: Higher**

### **Technical University of Moldova**

*Graduated in: 2022*

Faculty: Computers, Computer Science, and Microelectronics

Speciality: Master's Degree - Information Technologies

### **Technical University of Moldova**

*Graduated in: 2020*

Faculty: Computers, Computer Science, and Microelectronics

Speciality: Information Technologies