



Rachieru Andrei

Application Administrator - Counsel Group Frankfurt

Iasi

Contact details

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City: Iasi

About me

An organized person, patient, and eager to assimilate new knowledge and deepen the knowledge I have gained.

Professional experience

Experience by departments

IT Software : **1 year and 11 months**

Administrative / Logistics: **4 months**

Client Service / Call Center: **2 years and 3 months**

Feb 2022 - present

1 year and 4 months

Application Administrator - Counsel Group Frankfurt

Iasi | IT Software | IT / Telecom

Responsibilities:

- administrating one of the client applications and ensuring functionality within normal parameters.
- administration of the Oracle databases used for the application.
- executing queries/scripts at database level. (SQL Developer)
- installing new versions of the application on server (WinSCP, Putty)
- server / application deployment
- monitoring, checking and ensuring the right functionality of the application/database servers
- solving problems from the application reported by users. (ticketing tool: BMC Remedy)
- implementation of new functionalities/requirements. (tool: Jira)
- documentation of procedures. (tool: Confluence)
- ensuring data transfer through ETL Flow or API calls that are successfully done.

Tools: SQL Developer, WinSCP, Putty, Jira, Confluence, Informatica ETL Flows, VSCode/Postman -> API calls, BMC Remedy

Acquired skills and competencies:

Oracle, Linux, SQL, etl, API, Confluence, Kanban, Atlassian JIRA, pl sql, database maintenance, application support, Deploy database

Jul 2021 - Feb 2022

8 months

Technical Support Analyst - Counsel Group Frankfurt

Iasi | IT Software | IT / Telecom

Responsibilities:

- monitoring Windows, Linux servers, Databases.
- resolving tickets (BMC Remedy) from users / monitors.
- running scripts at the server level (Linux) to identify and report problems at the daily level
- running scripts at database level (SQL Developer)
- assisting users and helping with Windows upgrades (Windows Implace Upgrade)
- checking and analyzing logs on users' computers (Event Viewer)

Tools: SQL Developer, WinSCP, Putty, Event Viewer, BMC Remedy

Acquired skills and competencies:

Windows, Linux, SQL, Active directory, Database

Sep 2020 - Feb 2021

6 months

Customers Support - Webhelp

Iasi | Client Service / Call Center | Call-Center / BPO

Jun 2019 - Sep 2020

1 year and 4 months

Sales agent - Webhelp

Iasi | Client Service / Call Center | Call-Center / BPO

Identifying customer needs and proposing a package of services

Acquired skills and competencies:

Sales, Negotiation, good listner

Jul 2018 - Dec 2018

6 months

Customers Assistant - Webhelp

Iasi | Client Service / Call Center | Call-Center / BPO

Taking the clients requests and solving the situations

Acquired skills and competencies:

mobile networks, patience, time-management, work organization

Jul 2017 - Oct 2017

4 months

Data Operator - Delphi Diesel System Romania

Iasi | Administrative / Logistics | Auto / Automotive

Education

2015 - 2019

Bachelor's degree - Faculty of electrical engineering, energetics and applied informatics

Electrical engineering | Iasi

Knowledge gained: - Sensors and Transducers; - Programming C; - Microcontrollers and Microprocessors; - Electrical measurements; - Electric motors; - Autocad

2011 - 2015

High School / Vocational school - Technical College " Grigore Cobalcescu"

Electrical instalations technician | Moinesti

Knowledge gained: - Electrical Installations; - Electrical measurements; - Autocad.

Skills

General skills

AutoCAD, Linux, Database, SQL, Dialux, analytic skills, Python, API, etl, PostgreSQL, CSS, HTML, flask, python pandas, software deployment

Foreign languages

English: Intermediate

Other sections

Trainings

Udemy: Python Programming

period Sep 2022 - Mar 2023

<https://www.udemy.com/course/100-days-of-code/>

Volunteering

AfterHills

period Jun 2018 - Jun 2018

Coordinator assistant for logistic team

AfterHills

period Jul 2017 - Jul 2017

Volunteering at this festival on the bar side and logistics side

The league of students Electro

period Oct 2015 - Jul 2016

Participating as volunteers at various events, predominantly on logistics as well as organizing events.

Driving license

Category B

date acquired 23 Dec 2022