# Experience

# **QUALI, Austin, Texas, USA** *Software Support Engineer* ***December 2020 – Present***

* Deliver high-quality technical support and solutions to technical and non-technical end-users via our support system, and other channels as needed, all the way through resolution.
* Resolve and take full ownership of reported customer issues utilizing research, diagnosis, troubleshooting, and identifying solutions.
* Develop and maintain an online knowledge base of issues/solutions.
* Recreate product behaviors to determine root-cause(s), issue workarounds, and solutions.
* Coordinate with Product and Engineering teams to assist in identifying, reporting, and resolving product defects.
* Collaborate with Customer Success Managers to address technical issues impacting ongoing success.
* Escalate software bugs or feature enhancements to our development and product management teams.
* Proactively look for ways to improve processes and innovate the support experience.
* Mentor and train new team members as the company grows**.**

**MITEL, Austin, Texas, USA**   
*Technical Support Engineer at Mitel* ***March 2020 – December 2020***

* + Monitoring customer uptime, provide immediate support to address network and application layer issues.
  + Monitor all aspects of network/systems infrastructure and provide outbound communications.
  + Provide 1st level support to resolve complex, technical problems.
  + Effectively communicate status to the Incident Response Team and staff.
  + Documentation of trouble resolution using a trouble ticketing system.
  + Actively work in an incident response capacity.

*Global NOC Administrator la Mitel* *(contract)* ***October 2018 – March 2020***

* + Provide Support for the company customers, field service technicians, monitoring and validating system alerts, performing initial troubleshooting of servers, services, and applications.
  + Responsible for issue resolution and maintain of issues until they are resolved.
  + Monitor all production networks, servers, applications, and services.
  + Respond to escalations from alerting systems, customers, or Partner NOCs.
  + Escalate and communicate issues to system owners and interested parties.
  + Track and manage Incidents fully to ensure proper Operational information is captured.

Monitoring Engineer (contract) ***April 2018 – October 2018***

* + Creating, monitoring, and closing trouble tickets for alarms.
  + Monitor and Identify events proactively resolving issues.
  + Follow standard operating procedures performing day-to-day maintenance on Mitel Network, Telecom and Cloud systems.

# **SMARTWORX, Austin Texas, USA** *AV Technician* ***October 2017 – December 2017***

Installation, service, testing, troubleshooting, or programming of numerous Audio -Visual Systems.

Pre-wiring, installation and configuration of audio/video and automation systems and equipment.

# **ESTÂNCIA CHURRASCARIA, Austin Texas, USA** *Server* ***April 2016 – April 2018***

Responsible for taking customer orders and ensuring customer satisfaction.

Recommending daily specials to successfully up-sell limited-time food products

Successfully solved customer conflict and problems when mistakes were made with orders and payments

Processing payments and handling cash and credit transactions

Introducing customers to new menu items and successfully built and fostered customer relationships

**DAAC SYSTEM / Official Dell Distributor, Chisinau, MD**    
*Help Desk Engineer* ***July 2014 – October 2015***

* Provide first level assistance to internal resources including executives.
* Providing hardware troubleshooting of laptops, desktops and misc. electronic devices.
* Configuring and deploy desktop/laptop, create various accounts, provision phone.
* Provide Microsoft desktop support:
* Deployment of new machines (laptops, desktops), Add end user to a corporate domain
* Manage Administrative local privileges on desktops/laptops
* Install and configure desktop OS’s (Windows 8, Win10) for various scenarios.
* Install, configure and support MS productivity suites; Microsoft Office, Outlook, Lync etc.
* Install and manage security software on desktops. Support VPN users
* Assist in the administration of Active Directory

# **PEARL HOTEL, South Padre Island Texas, USA** *Maintenance engineer* ***July 2013 – April 2014***

Responsible for repair and maintain of all mechanical and electrical equipment and minor installations.

**MOLDTELECOM JSC, Chisinau, MD**   
*Quality Assurance Specialist (Technical Support)* ***April 2012 – June 2013***

Manage of procedures for evaluating work processes and providing technical assistance.

Evaluating quality results to identify trends, create, implement and manage quality improvement projects in partnership with training and operations teams.

***Trainer, HR Department (Training and Career Development)******June 2011– April 2012***

Developing programs and course materials, organization of practical and technical trainings for company employees.

***Technical Support Engineer (Call Centre)******February 2008 – June 2011***

Receiving calls from subscribers who have problems with internet access, detecting and eliminating problems, if necessary, configuring the equipment or sending specialists to the subscriber. Providing commercial information about the services provided by the company.

***Engineer fitter DSL, FTTH, FTTB services******December 2007 – February 2008***

Maintained, troubleshoot cable and fiber link, telecommunication equipment, LANs, WAN network, phone workstation, connections to the Internet. Evaluated and installed computer hardware, networking software, operating system software and software applications. Setup and connecting terminal equipment ADSL technology, WI-FI, FTTx technology, and for IPtv services.

# **Education**

Moldtelecom Cisco Academy, Cisco CCNA Discovery: Certificate of Course Completion 2009

Technical University of Moldova, Telecommunications: Diploma of Licentiate (higher education) 2007

Polytechnic College of Chisinau, Moldova: Bachelor Diploma (undergraduate level) 2003

Construction College of Chisinau Moldova: Bachelor Diploma 2001

High school “Mihai Eminescu”, city Floreşti, Moldova, 1999

# **Skills**

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| --- | --- |
| **Technical skills** | **Soft skills** |
| Testing /Troubleshooting/Logs review | Time management |
| Hardware Configurations. | Multitasking, Quick learner. |
| Software Installs. | Customer Service, Phone & Online Support |
| Network devices configurations. | Stress Management |
| Microsoft Office Suite, VMware, Jenkins, Adobe Programs, SSMS, Cloud Shell, Git, API, PuTTY, CLI. | Documentation preparation.  End User Support |
| Ticketing System - Salesforce, Zendesk, Remedy, SAP. | Problem Solving, User Training |
| Remote Desktop | Mentoring |
|  | Team Player |
| Operation Systems – Windows, Linux basic | Amateur Photograph |

Additional skills:

Languages: Romanian (native), Russian (good), English (intermediate). Hardworking, well organized with attention to details.Shape

Description automatically generated with low confidence

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