**Andrian Jmurco** +1 956-970-0539, ajmurco@gmail.com

Pflugerville TX, 78660 [Linkedin.com/in/andrian-jmurco](https://www.linkedin.com/in/andrian-jmurco)

Results-driven IT professional with over 10 years of experience in technical support, driving operational efficiency through troubleshooting, innovative solutions, and detailed manual testing. Consistently cultivated positive customer relationships and driven business growth through exceeding expectations. Proficient in cloud computing, network management and incident response.

***WORK EXPERIENCE***

**QUALISYSTEMS, Austin, Texas, USA**

***Technical Support Engineer*** Dec 2020 – Dec 2023

* Mastered enterprise tech support with Zendesk & various channels, consistently exceeding customer satisfaction goals.
* Owned complex issue resolution: investigated, diagnosed, provided workarounds, and documented for continuous improvement.
* Collaborative problem-solver: partnered with CSMs, Product, and Engineering teams to enhance products & support experience.
* Guided new team members through practical application of support best practices and troubleshooting workflows, contributing to a collaborative and solution-oriented support team.
* Increased first-call resolution by 10% through proactively contributing to knowledge base & issue identification.

**MITEL, Austin, Texas, USA**

***Technical Support Engineer*** Mar 2020 – Dec 2020

* Provided 1st line support for network and application layer issues, ensuring customer uptime and satisfaction.
* Effectively communicated status and escalated critical issues to the Incident Response Team.
* Documented all troubleshooting steps and resolutions using ticketing systems.
* Actively participated in incident response activities and collaborated with stakeholders.

***Global NOC Administrator (contract)*** Apr 2018 – Mar 2020

* Led and empowered a team of 5 NOC engineers, providing guidance, mentorship, and overseeing multi-level support for customers, field service technicians, and partner NOCs.
* Monitored and validated system alerts, performing initial troubleshooting for servers, services, and applications adhering to standard operating procedures for day-to-day maintenance of Mitel Network, Telecom, and Cloud systems.
* Escalated complex issues to system owners and relevant stakeholders, bridging cross-functional gaps to achieve prompt resolution and informing stakeholders, thereby streamlining troubleshooting by 20%.
* Tracked & analyzed NOC performance via detailed reports, fueling continuous optimization.

**DAAC SYSTEM (Dell Distributor), Chisinau, Moldova**

***Help Desk Engineer*** Jul 2014 – Oct 2015

* Assisted internal resources, including executives, providing first-level support for hardware troubleshooting and electronic devices.
* Configured and deployed desktop/laptop systems, created accounts, and provisioned phones.
* Supported Microsoft desktop operations, deploying new machines, managing local privileges, and installing/configuring OS and productivity suites.
* Installed and managed security software on desktops, supported VPN users, and contributed to Active Directory administration.

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**MOLDTELECOM JSC, Chisinau, Moldova**

***Training and Quality Assurance Specialist*** Jun 2011 – Apr 2013

* Managed process evaluations, providing technical support for policy enhancements, and led quality improvement initiatives in collaboration with training and operations teams.
* Developed and delivered employee training programs, creating course materials and organizing practical, technical sessions.

***Technical Support Engineer***  Dec 2007 – Jun 2011

* Handled an average of 50+ incoming calls per day, immediately resolving 90% of issues regarding account updates, billing, technical issues, product inquiries, service activations, etc.
* Assisted customers in troubleshooting hardware issues, program installations, mobile internet settings and LANs, WAN networks.
* Set up and connected terminal equipment for ADSL technology, WI-FI, FTTx technology, and IPTV services.

***SKILLS***

**Technical Skills:**

* Cloud Computing: AWS, GCP, Azure, Cloudshell.
* Infrastructure & Automation: Kubernetes, Docker, Torque, Terraform, VMware/Virtualization.
* Scripting & Development: Python scripting, GitHub, API integration.
* Diagnostics & Troubleshooting: Log analysis (Logz.io, Log rocket), bug recreation, incident response.
* Data Analysis & Visualization: Sisense (BI tool).
* Customer Relationship Management: Salesforce, Jira, Confluence, Opsgenie.
* Ticketing Systems: Zendesk, Remedy, SAP.
* OS – Windows, Linux, macOS.

**Languages:** *Romanian* – fluent/native, *Russian* – fluent, *English* – proficient

***CERTIFICATIONS***

[AWS Cloud Practitioner Essentials](https://www.coursera.org/account/accomplishments/certificate/R4F3TDATP9EE)

[DevOps on AWS: Code, Build, and Test](https://www.coursera.org/account/accomplishments/certificate/LRX9E6GS38AB)

[Programming Foundations: Software Testing/QA](https://www.linkedin.com/learning/certificates/81837ffce35bae79294818c9422139e45865cee996a6e33342e58743c254ca5a?trk=backfilled_certificate)

Cisco CCNA Discovery: Certificate of Course Completion

***EDUCATION***

**Technical University of Moldova** | Diploma of Licentiate in Telecommunications (Bachelor's Degree equivalent), 2007

**Polytechnic College of Chisinau, Moldova** | Associate Degree in Automation and Informatics, 2003