**Andrian Jmurco 956-970-0539** [**ajmurco@gmail.com**](mailto:ajmurco@gmail.com)

**Austin, Texas,78660** [**https://www.linkedin.com/in/andrian-jmurco**](https://www.linkedin.com/in/andrian-jmurco)

**SUMMARY**

Highly motivated IT professional with 10+ years of diverse experience exceeding customer satisfaction by 95% (CSAT) and driving operational efficiency through troubleshooting, innovative solutions, and meticulous manual testing. Proficient in cloud computing (AWS, Azure, Cloudshell), network management, incident response, and various technical tools (Jira, Confluence, Opsgenie), ensuring 99.9% uptime for critical systems.

**PROFESSIONAL EXPERIENCE**

**Product Support Engineer** | [QUALISYSTEMS](https://www.quali.com/) December 2020 - December 2023

* Led the effort to support and troubleshoot diverse cloud infrastructure with expertise in AWS, GCP, Azure, Kubernetes, and Docker, achieving 95% first-call resolution rate.
* Resolving complex technical issues, log analysis, and root cause identification resulted in a 15% increase in customer satisfaction during the onboarding of new customers.
* Developed and sustained a knowledge base driving 20% support ticket reduction via self-service troubleshooting.
* Established and executed a bug reproduction procedure, yielding a 15% decrease in escalated tickets.
* Proactively sought opportunities to improve processes and innovate, achieving a 10% boost in operational efficiency support experience.
* Guided new team members and improved efficiency, resulting in a 20% reduction in onboarding time.

**Technical Support Engineer** | [MITEL](https://www.mitel.com/) March 2020 - December 2020

* Provided first-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)** [MITEL](https://www.mitel.com/)April 2018 - March 2020

* Led a team of 5 NOC engineers, providing guidance and mentorship.
* Effectively assigned tasks, empowering team members and resulting in a 15% increase in overall productivity.
* Empowered team to handle multi-level support for customers, field service technicians, and partner NOCs.
* Bridged cross-functional gaps to resolve issues and inform stakeholders, streamlining troubleshooting by 20%.
* Tracked & analyzed NOC performance via detailed reports, fueling continuous optimization.

**Help Desk Engineer**[**DAAC SYSTEM**](https://daacdigital.com/) **(Dell Distributor), Chisinau, Moldova** July 2014 – October 2015

* Facilitated internal resources, including executives, providing Helpdesk IT support.
* Configured and deployed desktop/laptop systems, created accounts, and provisioned phones.
* Installed and administrated security software on desktops and contributed to Active Directory administration.

**Training and Quality Assurance Specialist**[**MOLDTELECOM JSC**](https://moldtelecom.md/ru/personal/Despre-companie)**, Chisinau, Moldova** June 2011 – April 2013

* Leveraged technical expertise to analyze and optimize processes and policies.
* Identified trends, built projects, and delivered quality gains alongside training and operations.
* Developed programs and course materials, organized practical and technical training for company employees.

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**Technical Support Engineer** December 2007 – June 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, VMware/Virtualization, API integration.
* Scripting & Development: Python scripting, GitHub.
* Diagnostics & Troubleshooting: Log analysis (Logz.io, Log rocket), bug recreation, incident response.
* Data Analysis & Visualization: Sisense (BI tool).
* Customer Relationship Management (CRM): Salesforce, Jira, Confluence, Opsgenie.
* Ticketing Systems: Zendesk, Remedy, SAP.
* OS – Windows, Linux, macOS.

**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)

Languages: Romanian (native), Russian (good), English (good).

EDUCATION

* Technical University of Moldova, Bachelor Diploma in Telecommunications June 2007
* Polytechnic College of Chisinau, Moldova, Associate Diploma in Automation & IT June 2003