Bogdan Zafiescu ⬇ DOWNLOAD .pdf

> whoami
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▌ SUMMARY

IT professional with proven hands-on experience in Windows desktop support, hardware/software troubleshooting, workstation configuration, system imaging, backups, and end-user assistance. Previously worked full-time as IT Support & Digital Operations Specialist at Casa Schiller (Jan 2025 – Oct 2025) and currently collaborate with them occasionally on a reduced-availability basis.

Currently employed as a full-time Content Moderator at Genpact (Nov 2025 – Present).

Continuous learner with completed IT-related certifications and ongoing study in networking and Linux, also bringing experience in front-end web development (HTML/CSS/JS) and Java. Detail-oriented, multilingual, and focused on developing a long-term career in Windows IT infrastructure and networking.

▌ TECHNICAL SKILLS

- Operating Systems: Windows 10/11 Pro, Linux (CLI)
- Hardware: PC hardware assembly, upgrades, and maintenance
- Networking: Subnetting, TCP/IP, DNS, DHCP, routers, HTTP, FTP, SMTP, SSH; CLI tools (ipconfig, ping, arp, tracert, nslookup); Cisco Packet Tracer
- Programming: Java, HTML, CSS, JavaScript, basic Bash
- IT Tasks: Backup management, system imaging, software troubleshooting

▌ WORK EXPERIENCE

> cd Genpact
Content Moderator | Nov 2025 – Present
* Review user-generated content for compliance with platform rules and community guidelines
* Flag and remove inappropriate, harmful, or unsafe material
* Escalate sensitive cases according to protocols
* Apply platform policies consistently

> cd Casa_Schiller
IT Support & Digital Operations Specialist | Jan 2025 – Present (reduced availability since Nov 2025)
* Maintain desktop computers and peripherals
* Install and configure software and operating systems
* Manage user accounts, backups, and system imaging
* Configure local networks and shared resources
* Administer WordPress site, occasional HTML/CSS/JS coding
* Handle email, AV equipment, and IT inventory

> cd Freelance
Career Break with Occasional Freelance Tech Projects | Apr 2022 – Dec 2024
* Self-study and informal IT/programming projects

> cd Syncreon
Quality Control Technician | Feb 2020 – Mar 2022
* Inspected and tested Apple products

> cd Intrarom
Test Technician (Fixed Wireless Access) | Jan 2019 – Jan 2020
* Configured and tested wireless network equipment

Other Roles:
* Chair-Lift Operator – Killington/Pico, Vermont, USA (2018-2019)
* Gift Shop Attendant – Margaritaville, Key West, USA (2017-2018)
* Cosmetics Sales Associate – Soap & Co, London, UK (2016-2017)
* Assistant Waiter – Carnival Cruise Lines, Miami, USA (2013-2015)

▌ EDUCATION & CERTIFICATIONS

- **Cisco Networking Academy – CCST Networking** (In Progress)
- **Cisco Networking Academy – NDG Linux Essentials** (2024)
- **Cisco Networking Academy – Getting Started with Cisco Packet Tracer** (2024)
- **Cisco Networking Academy – NDG Linux Unhatched** (2021)
- **Bitacademy – Frontend Web Development (JS & HTML/CSS)** (2021-2022)
- **Bitacademy – Java Programming Fundamentals** (2019)

▌ LANGUAGES

- **Romanian:** Native
- **English:** C1 Listening/Reading, B2 Speaking/Writing
- **Italian:** Conversational

▌ FUTURE PLANS

- Earn **Cisco CCNA** and progress to **CCNP**
- Deepen Linux command-line and scripting (Bash/PowerShell)
- Learn Python