# CRISTIAN SCLIFOS

**IT Service Desk Analyst**

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Portfolio: cs-cristi

## Summary

Enthusiastic about advancing technology and programming, I offer a versatile skill set encompassing Python, JavaScript, and BASH, alongside expertise in HTML and CSS. With a proactive interest in cloud-based technologies and a strong foundation in modern software architecture, I am well-positioned to contribute effectively to your enterprise-grade products specializing in compliant archival. My analytical acumen and adept problem-solving skills ensure seamless collaboration across teams to define and implement features. As a current undergraduate student pursuing a Bachelor of Science degree in Software Engineering, I am dedicated to leveraging my skills and knowledge to propel innovation within your organization.

## Skills

Python
JavaScript
BASH
HTML
CSS
R
Visual Studio Code
Microsoft Office

## Education

**BSc (Hons) Software Engineering,**
University of Greenwich, London

## Professional Experience

**IT Service Desk Analyst**
University of Greenwich, Nov 2023 - Present
- Providing support for hardware and software maintenance of existing systems.
- Working collaboratively and proactively within the IT support team.
- Provide both reactive and proactive IT support and maintenance in teaching spaces.
- Conduct regular IT maintenance in these areas, including hardware and software inspections.

**Customer Service**
Electric Shuffle LTD, Jun 2022 - Nov 2023
- Providing Exceptional Guest Experiences.
- Handling Reservations and Bookings.
- Resolving Guest Concerns.
- Providing Product and Service Knowledge.

**Web Developer**
Global Job, Jan 2017 - Jun 2022
- Creating and renewing the brand book for customers.
- Editing video, sound, and image content.
- Adaptation of advertising for web, television, outdoor and radio.
- Adapting the contents for customers.

## Languages

English
Romanian
Russian

## Certifications

Azure DevOps for Beginners, LinkedIn, Mar 2024
Prepare for the Microsoft Azure AI Fundamentals (AI-900) Certification, LinkedIn, Feb 2024
Level 3 Diploma for ICT Systems and Principles for IT Professionals, 5E Ltd, Jun 2022

## References

Reference is available upon request.