+40 755 308 848

claudiu.jitea@gmail.com

CLAUDIU JITEA

main areas of interest are: networking, virtualization (VMWare), cloud infrastructure, seeing myself as a fast learner and eager to broaden my professional skill spectrum as much as possible

SKILLS

Systems Administration:

– familiar with Windows Server 2016 & 2019 (Active Directory, DHCP Server, DNS Server, File and Storage Services, Remote Access)

– familiar with Ubuntu Server 12+, CentOS 6+

General scripting knowledge: PowerShell, Python

CERTIFICATION

)

- Nutanix Platform Professional (4.5)

COURSES

LANGUAGES

romanian - native

english - professional proficiency

WORK HISTORY

ESCALATION ENGINEER RIVERBED

September 2018 – March 2019

Daily Tasks/Responsibilities:

- provide 3rd level support to customers for the SteelHead WAN optimization product

- providing technical expertise and guidance to customers from Proof of Concept (POCs), design, testing, deployment and maintenance of Wan Optimization and Software Defined WAN solutions

- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Prioritize and managing open escalation cases
- solving a variety of issues within all network layers: from networking connectivity problems to more complex protocol issues (MAPI, SMB, HTTP)

- using trace analysis (wireshark), proprietary log analysis, advanced debugging of Windows, Linux and Unix

- documenting knowledge in the form of knowledge base articles and HOW-TOs

Technologies, tools, methodologies used: Riverbed Steelhead, SteelConnect, Wireshark, Linux

CLOUD SUPPORT ENGINEER – NEVERFAIL
November 2016 – September 2018

Daily Tasks/Responsibilities:
- Provide Tier 2/3 support through analysis, diagnose, troubleshoot and repair data networks in response to service requests
- Perform periodic maintenance activities as needed to maintain SLA's
- offering support and consultancy to IaaS customers, including VM recovery, performance analysis, migrations, deployments

- provide troubleshooting operations for network performance and connectivity problems
- configuring and supporting the client networking infrastructure (firewall rules, IPSEC tunnels, NAT, port forwarding, routing tables, QoS settings)

- create or expand infrastructure for existing or new client by deploying new networking infrastructure (VLANs, public IP management and virtualized VMWare resources (blue folders, resource pools, port-groups, datastores)

- monitoring and troubleshooting issues pertaining to the virtual infrastructure (vSphere 5.1, 5.5, 6.0)

Technologies, tools, methodologies used: Windows server, Wireshark, Linux, Clavister NGFW, Arista switches, VMWare vSphere

Daily Tasks/Responsibilities:
- maintaining the company's network

- extending the network

- installing and configuring equipment

William Davis - will@willdavis.net - colleague / team lead (Otava) Gabriel Albert - gabi.albert@gmail.com – colleague (Riverbed, Otava, NCIA)

REFERENCES