



CRISTIAN PETRUTESCU

DEVOPS INTERN

PROFILE

Motivated DevOps enthusiast with comprehensive training and hands-on experience in various DevOps tools and methodologies. Completed a rigorous DevOps course and proficient in Bash scripting, Python scripting, Kubernetes, Docker, Maven, Ansible, Linux, AWS, Git, CI/CD pipelines using Jenkins, Terraform, GitOps, and CloudFormation. Skilled in re-architecting web applications on AWS Cloud PaaS & SaaS models. Demonstrated ability in implementing CI/CD workflows for Docker and Kubernetes environments, utilizing Jenkins and AWS services. Eager to leverage my skills and knowledge as an intern in a dynamic DevOps environment to contribute effectively to project success and further enhance my expertise.

SKILLS

Cloud technologies - AWS, Openstack basic level

Configuration management - Ansible, Basic Chef

Continuous Integration - Jenkins

Version Control - Github, Atlassian Bitbucket

Build tools - Gradle, Maven

Servers - Apache-tomcat, Glassfish, basic weblogic

Shell scripting using Bash and basic Python

Database Management - MySQL, basic MongoDB, basic JDBC

Web technologies - HTML, CSS and JS

Excellent multi-tasking ability

Team building

Microsoft Office expertise

Documentation expertise

CONTACT

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LANGUAGES

Skill group

Italian
Romanian
English
Spanish
Portuguese



EXPERIENCE

● 2023 - Present

Concentrix

Technical Support, Sofia

Earned recognition from management for consistently delivering exceptional service quality.

Provided remote assistance to clients, ensuring timely resolution of software and hardware concerns.

Contributed to sales efforts by providing pre-sales technical consultations, addressing prospective client concerns regarding product functionality and compatibility.

Partnered with engineering teams to communicate customer feedback on product features and usability, driving continuous improvement initiatives.

Managed multiple concurrent support cases with precision and focus, resulting in a high rate of case closure within target timelines.

● 2020 - 2023

Alorica

Content Moderator, Sofia

Optimized resource allocation during peak times through effective workload prioritization amid tight deadlines.

Reduced response time for content review, ensuring a safer online environment for users.

Increased overall platform safety by proactively identifying trends or patterns in harmful or abusive content.

Maximized operational efficiency within the moderation team via regular refinement of workflows and task distribution strategies based on performance analytics insights acquired over time.

● 2019 - 2020

The Stars Group

Customer Advisor, Sofia

Facilitated smooth transactions for customers by accurately processing orders and payments.

Collaborated with cross-functional teams to improve overall customer experience and satisfaction levels.

Contributed to a positive work environment through active participation in team meetings and discussions aimed at improving processes.

Enhanced customer satisfaction by providing personalized support and solutions to their inquiries.

● 2018 - 2019

Accenture

Administrative Assistant, Lisbon

Promoted a positive work environment through effective communication skills and fostering professional relationships among colleagues.

Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.

Ensured accurate record-keeping with diligent data entry and database management for vital company information.

Boosted team productivity by managing communication channels and ensuring timely responses to inquiries.

● 2017 - 2018

Telus

Forum Moderator & Support, Sofia

Reviewed and approved content submissions according to established policies, ensuring quality control across all channels.

Assisted in onboarding new moderators by conducting training sessions on moderation tools and techniques.

Streamlined the reporting process for offensive or inappropriate content, enabling faster response times from moderators.

Collaborated with fellow moderators to create a safe, inclusive online environment for users. Enhanced user experience by addressing and resolving conflicts in online forums.

● 2015 - 2017

Conectys

Content Analyst, Bucharest

Managed multiple projects simultaneously, ensuring timely completion and adherence to client specifications.

Generated fresh ideas for new content topics based on audience interests, competitor analysis, and industry trends.

Evaluated website performance metrics and recommended necessary revisions to improve overall user experience.

Edited written materials for grammar, style, and consistency while maintainning the author"s original voice.

Enhanced content quality by conducting thorough research and analysis of industry trends.

Led training sessions for newly hired team members on company standards, tools, and best practices.