



# Catalin-Florin Burghiu

**Date of birth:** 22/03/1995 | **Nationality:** Romanian | **Phone number:** (+40) 799169799 (Mobile) | **Email address:** [catalinburghiu@gmail.com](mailto:catalinburghiu@gmail.com) | **Address:** Calea Grivitei nr.397, Sector 1, 010177, Bucharest, Romania (Home)

## ● WORK EXPERIENCE

09/2015 – 10/2016 Craiova, Romania

### **CUSTOMER SERVICE REPRESENTATIVE VODAFONE ROMANIA**

Provided customer quality experience of Vodafone telecommunication services and troubleshoot customer's telecommunication issues regarding postpaid, prepaid provided by Vodafone Romania SA.

2015 – 2019 Bucharest, Romania

### **TECHNICAL SALES REPRESENTATIVE VODAFONE ROMANIA**

Provided support to Vodafone customers on postpaid/prepaid and distributing telecommunication quality services to them by the company.

01/2019 – CURRENT Bucharest, Romania

### **ICT SYSTEM ADMINISTRATOR CLASS IT**

- Provide end-user support, resolving technical issues and provides technical assistance for all Operating systems (Windows 7, 8, 10, Mac etc.);
- Provide OnSite and Remote Support by Optimum Desk, Any-Desk, Skype Business, through phone, e-mail or end-user via phone;
- Organizing, prioritizing and solving open cases managed by our ticketing system and respecting the SLA;
- Knowledge of TCP/IP Networking Protocols and hands-on experience, VoIP;
- Configure VPNs, printers (Local and Network Printer, Settings, Ports, Cables/Connections and Drivers), e-mail accounts, AD accounts, add users to domain;
- Knowledge of BOX, Citrix XenApp, FortiClient VPN, MS Office, HUB, Firewall, CMD.

10/2021 – 10/2022 Bucharest, Romania

### **TECHNICAL SENIOR REPRESENTATIVE FOR GOOGLE CLOUD PLATFORM WEBHELP**

- Provided support for Google Cloud Platform's customers for troubleshooting and managing GCP infrastructure, optimizing components like Cloud VPN, Cloud Interconnect and GKE. Enhanced cluster functionality with Istio, deployed CI/CD pipeline using Jenkins for streamlined development and hosted application in GKE for high availability.

11/2022 – 06/2023 Bucharest

### **TRAINER FOR GOOGLE CLOUD PLATFORM PRODUCTS WEBHELP**

- Provided an organisational and technical structure on GCP Products for trainees in order to achieve the goal of being a Technical Support Representative by mixing technologies such as Docker, Kubernetes, bash, python, Terraform on GCP Products categorised as IaaS, PaaS and SaaS.

07/2023 – CURRENT

### **SENIOR CLOUD OPERATIONS ENGINEER ORACLE**

- Learned OCI Console Products and did reproductions regarding debugging situations at the job;
- Learned to run, manage and troubleshoot pipes based on Terraform;
- Achieved how to work in a productive constantly way;
- Engaged in NOCs bridges and provided support to the Service Team in order to mitigate the issues.
- Worked on customer reported issues with Customer Support Team and SREs in order to mitigate customer's issue.

## ● EDUCATION AND TRAINING

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30/09/2014 – 27/08/2017 Craiova, Romania

**DIPLOMA IN ECONOMICS** Faculty of Economics and Business administration

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- studies provided in English;
- macroeconomy and microeconomy courses;
- marketing courses;
- ITC basic courses;

2019 – 2020

**CISCO CERTIFIED NETWORK ASSOCIATE**

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- Lead creation and evolution of enterprise architecture;
- Analyze technology and industry market trends;
- Establish governing principles for Enterprise networks;
- Selection of technology and products;
- Identification of organization resource needs;
- Lead the development of communication and education plan for enterprise network architecture.

2019 – 2020

**IT FUNDAMENTALS** CompTIA

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CompTIA IT Fundamentals (ITF+) is an introduction to basic IT knowledge and skills that helps professionals decide if a career in IT is right for them. It also helps organizations prepare non-technical teams for digital transformation.

**ASSOCIATE CLOUD ENGINEER** Google

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An Associate Cloud Engineer deploys and secures applications and infrastructure, monitors operations of multiple projects, and maintains enterprise solutions to ensure that they meet target performance metrics. This individual has experience working with public clouds and on-premises solutions. They are able to use Google Cloud Console and the command-line interface to perform common platform-based tasks to maintain and scale one or more deployed solutions that leverage Google-managed or self-managed services on Google Cloud.

2022 – 2025

**CERTIFIED KUBERNETES ADMINISTRATOR(CKA)** Linux Foundation

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The purpose of the Certified Kubernetes Administrator (CKA) program is to provide assurance that CKAs have the skills, knowledge, and competency to perform the responsibilities of Kubernetes administrators.

2023 – 2025

**ORACLE CLOUD INFRASTRUCTURE CERTIFIED FOUNDATIONS ASSOCIATE** Oracle

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## ● LANGUAGE SKILLS

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Mother tongue(s): **ROMANIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user