

ALIN LUPASCU

202 E WHITE SPRUCE CV

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CAREER OBJECTIVES

Technical engineer with over 10 years of experience in application support. Aiming to use my experience and skills to fill a Quality Assurance engineer/tester role.

CERTIFICATIONS

CompTIA: A+, Network+, Security+, Project+, Cloud Essentials, IT Operations Specialist CIOS, Secure Infrastructure Specialist CSIS

LPI: LE-1 Linux Essentials

CIW: Advanced HTML5 & CSS3 Specialist, User Interface Designer

QA SKILLS

Selenium Webdriver, IntelliJ IDEA, Visual Studio, Eclipse, Java, C#, VB.NET, Maven, TestNG, JIRA, Jenkins, Docker, Git, Github, SDLC, Agile

EXPERIENCE

TECHNICAL SUPPORT ENGINEER II, ORACLE PRESENT

2015 –

Manage and resolve Service Requests logged by clients on the Taleo Recruiting and Social Sourcing products. Configure client zones and features while working with R&D to resolve application bugs and issues. Perform application upgrades and prod to Test database copies.

- Lead team in resolved requests.

- (Goal of 65 SRs/month. Reached 100-120/month regularly)

- Achieved team's highest service request satisfaction score (9.57/10)

- Received recognition awards for high performance

TECHNICAL SUPPORT ENGINEER, 3M HEALTH INFORMATION SYS. 2015

2013-

Provide technical support for the 3M 360 Encompass product. Configure application and server roles/features for Windows Server 2008. Diagnosed and repaired malformed HL7 messages.

- Managed satisfaction score within SLO guidelines

- Received recognition award for being a top performer

IT SPECIALIST II, ZIONS BANCORP 2013

2011-

IT support for internal bank employees which included desktops, mobile devices and software like Citrix XenApp Admin Tools, Active Directory.

- Obtained multiple merit raises

- Offered level II position within first year of employment

TECHNICAL SUPPORT ENGINEER, UNISYS 2011

2009-

Provided technical software support for Microsoft employees via strong communication and technical skills.

- Received merit raise

EDUCATION

SALT LAKE COMMUNITY COLLEGE – ASSOCIATE OF COMPUTER SCIENCE (A.S.)

Computer Science and Information Systems

3.57 Honors GPA

WESTERN GOVERNORS UNIVERSITY – BACHELOR OF SCIENCE (B.S.)

Information Technology