

# ALIN M. LUPASCU

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Senior Technical Engineer with over 10 years of experience in application support. Aiming to use my experience and skills to fill a DevOps/Systems Engineer position.

## EXPERIENCE

### SEP 2015 – PRESENT

#### **SENIOR TECHNICAL SUPPORT ENGINEER III, ORACLE**

Manage and resolve Service Requests logged by clients on Oracle Recruiting Cloud (HCM), Oracle Taleo Enterprise and Social Sourcing products. My daily duties include:

- Configuring client zones and features.
  - Working with R&D to resolve application bugs and issues.
  - Performing application upgrades.
  - Production to Test environment database copies.
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- Lead team in resolved requests
  - Achieved team's highest satisfaction scores (9.57/10)
  - Received multiple recognition awards for high performance
  - Promoted from level II -> level III Senior Engineer position

### DEC 2013 – SEP 2015

#### **TECHNICAL SUPPORT ENGINEER, 3M HEALTH CARE**

Provide technical support for the 3M 360 Encompass product. My daily duties included the following:

- Configure application and server roles/features for Windows Server 2008.
  - Diagnosed and repaired malformed HL7 messages.
  - Debugged, reported, and escalated software issues to our Development team.
  - Installed and configured Ensemble and Cloverleaf interface engines for HL7 data.
  - Programmed in object script languages to transform incoming HL7 data.
  - Troubleshoot firewall and proxy issues between client servers and 3M servers.
  - Executed SQL queries against Ensemble Caché database.
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- Managed satisfaction score within SLO guidelines
  - Developed the 3M Certificate Splitter tool used in support duties
  - Obtained multiple merit raises

**MAR 2011 – NOV 2013**

**IT SPECIALIST, ZIONS BANCORP**

Provided helpdesk level IT support to company employees. The daily duties assigned to me were:

- Hardware/software issues with computers, printers, company phones, tablets.
- Support issues with Windows, macOS, iOS, Android.
- Configure Citrix XenApp Admin Tools, Active Directory and various banking applications.
- Training new employees and explaining protocols clearly and efficiently.
- Obtained multiple merit increases
- Promoted to level II position in first year of employment

## EDUCATION

**2019**

**BACHELOR OF SCIENCE, WESTERN GOVERNORS UNIVERSITY**

BS, Information Technology

**2016**

**ASSOCIATE OF SCIENCE, SALE LAKE COMMUNITY COLLEGE**

AS, Computer Science and Information Systems

3.57 Honors GPA

## SKILLS

- |            |              |
|------------|--------------|
| • Java     | • JavaScript |
| • C#       | • .NET       |
| • JIRA     | • HTML5/CSS3 |
| • Jenkins  | • Git        |
| • Selenium | • Docker     |
| • TestNG   | • Maven      |

## CERTIFICATIONS

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

**LPI:** LE-1 Linux Essentials

**CIW:** Advanced HTML5 & CSS3 Specialist, User Interface Designer