



# Alin-Gabriel Metanie

**HelpDesk Technician - Insurance Supermarket Inc**

Bacau

## Contact details

---

**Email:** [alingabriel9598@gmail.com](mailto:alingabriel9598@gmail.com)

**Tel:** +40749099513

**City:** Bacau

## About me

---

A highly motivated and hardworking person who thrives on challenges. With experience in :

- Hardware Maintenance
- Software
- PHP
- Linux Server
- Server Administrator
- SQL Database

## Professional experience

---

### Experience by departments

IT Software : **1 year and 1 month**

Specialists / Technicians: **1 year and 2 months**

Internet / e-Commerce: **5 years and 9 months**

---

### Aug 2022 - present

1 year and 2 months

### HelpDesk Technician - Insurance Supermarket Inc

Remote (from home) | IT Software | IT / Telecom

- Answer, prioritize and respond to incoming Slack messages, telephone calls, tickets and e-mail requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies as well telecommunications issues.

Install and provide support for PCs, printers and other peripherals (headphones etc.)

- Ensure that all tickets requiring follow up work and/or calls receive appropriate attention.

- Escalate issues to the appropriate channel quickly to avoid losses in efficiency.

Acquired skills and competencies:

Outlook, Windows, Active directory, Jira, Remote Desktop, aws, slack, bria, server 2016, Server 2019

### May 2021 - Jun 2022

1 year and 2 months

### Electronic Technician - Babaco Games / Las Vegas Games

Bacau | Specialists / Technicians | IT / Telecom

---

- Carrying out the activity regarding control, diagnosis and execution of repair and maintenance on all equipment, installations, machinery, machines and other technical devices according to the operational needs.
- Carrying out the activity of commissioning, service and maintenance of equipment, installations, machinery, machines and other technical devices.
- Execution of the entrusted works and responsibility for the good execution of the works together with the team to which it belongs.
- Preparation of work reports for the executed works.
- Evidence of spare parts.

**Acquired skills and competencies:**

Software, Hardware, Maintenance, electronics repair

**Mar 2020 - Apr 2021    System Administrator - BM Cartech**

1 year and 2 months

Remote (from home) | Internet / e-Commerce | IT / Telecom

- Administration of web servers and services (databases, SQL Server, Linux).
- Administration of the SQL replication system.
- Preparation of reports based on existing data.
- Checking and ensuring the functionality of the systems in case of need.
- Installing and configuring software applications.
- Responsibility for the proper functioning of management applications.
- Technical support (email and telephone) to other departments.

**Acquired skills and competencies:**

Linux, SQL, CentOS, Linux Server, site administrator, Web host

**Jan 2016 - Mar 2020    System Administrator - SilvTrans/SilverTouch**

4 years and 3 months

Bacau | Internet / e-Commerce | IT / Telecom

- Resolving of more complex issues related to operations, including installations, configurations, system status, and malfunctions.
- Installation, Maintenance and Monitoring the operation of the PCs, servers and peripheral equipment.
- Software updates and system upgrades.
- System backup and recovery.
- Provide technical support in the use of systems and applications.
- Manage data files and monitoring system configurations.

**Acquired skills and competencies:**

Windows, Linux, Hardware, Networking, Project management, DNS Server, Office

**Aug 2015 - Jan 2016    Service Desk Analyst - SCC Romania**

6 months

Bacau | Internet / e-Commerce | IT / Telecom

- Act as the first point of contact for customers reporting IT incidents (telephone, mail).
- Monitoring alerts of the client's infrastructure.
- Providing audio assistance to resolve incidents.
- Recording and Tracking incidents through specific tools.
- Resolve as many incidents as possible as the first point of contact by offering advice and guidance.
- Monitoring mailbox in accordance with OLA and SLA.

**Acquired skills and competencies:**

## Education

---

**2021 - 2021**

**High School / Vocational school - Profesional New Consult**

Electronic Technician | Brasov

- General notions of electronics: structure, parameters in the operation of electronic components, realization of printed wiring, lifting of electrical diagrams. - Carrying out the electronic assembly according to the electrical diagram, commissioning and testing of the parameters. - Carrying out module / subassembly production activities. - Carrying out general equipment assembly activities - Monitoring technological processes. - Technical control and operation of apparatus and equipment, their maintenance and troubleshooting. - Organizing, controlling and monitoring the manufacturing process of subassemblies, functional modules and equipment in order to achieve the functional and quality parameters required by the technical documentation.

**2011 - 2015**

**High School / Vocational school - Colegiul Tehnic de Comunicatii "Nicolae Vasilescu Karpen"**

Computing Technician Operator | Bacau

- Carrying out the basic mechanical and electrical works required in the field of electronic automation. - Performing technical measurements in electronics. - Realization of simple electronic circuits with discrete analog components. - Realization of combinational logic circuits with digital integrated circuits. - Execution of electrical lighting installations. - Production planning. - Development of analog and digital electronic equipment. - Assessment of the operating condition of electronic circuits and equipment. - Realization of local networks of small computers. - Assembling computer systems. - Install the operating system and specific programs for personal computers. - Installation of server operating systems. - Securing computer systems and computer networks.

## Skills

---

### General skills

Ambitious, Discrete, Ability to work under pressure, Open minded, technical, Sociable, team orientation, Creativity, Friendly, communicative, Organized, serious

## Foreign languages

---

**English:** Advanced

**French:** Beginner

## Other sections

---

### Cerifications

**Electronic Technician**

date acquired Sep 2021

## **Computing Technician Operator**

date acquired Jun 2015

## **CISCO CCNA**

date acquired Sep 2014

## **Hobbies**

**soccer,IT,Astronomy**

## **Driving license**

### **Category B**

date acquired 10 Sep 2019