



DOBRIN LUCIAN

Age 23 from Bucuresti

Contact details

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Address: Strada Prevederii nr.9, Sector 3

Professional experience

Experience by departments

Alimentation: **8 months**

IT Software : **3 years and 11 months**

Apr 2017 - Jan 2019

1 year and 10 months

Sr Support Engineer - Stefanini Romania

Bucharest | IT Software | IT / Telecom

Main Responsibilities:

- Provide technical support and troubleshooting services to end-users who need assistance with their computer hardware or software, teaching or instructing customers regarding functionality for different applications, and communicating policy.
- Support may include answering questions via email, chat or phone and it involves various technical issues such as VPN troubleshooting, printer troubleshooting, e-mail, difficulties with SAP software or other daily software that the company uses.
- Processing technical issues into the ticketing system. Update tickets with appropriate journal entries of activities, and closing tickets with resolution entered upon completion of the job.
- Escalating problems to the next level of support when necessary.
- Determine the most effective manner to resolve client's technical issue.
- At first I started as Level 2 English Engineer, then I promoted to English and Spanish Engineer. After four months after the first promotion, I raised up again and promoted to Sr Support Engineer followed by a promotion on the backoffice team. My growing process didn't stop there as after 1 month I was promoted to SAP Authorization Team.

Acquired skills and knowledge:

webex admin, Salesforce Admin, Google Admin, SAP Authorization Team, Okta Admin, IBM Lotus Notes Admin, ActiveDirectory Admin

Net salary: 3800 RON

Mar 2015 - Mar 2017

2 years and 1 month

Junior Sys Admin - Cosmos Call Center S.R.L

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- Making sure that the computer is working properly;
- To ensure data security on workstations and equipment;
- To assist users;
- To maintain the computer equipment;
- Cloning operating systems;
- To ensure proper functioning of computers, peripheral equipment and connecting equipment / network interconnection;
- To make available to users the system resources;
- To save regularly and in critical situations the workers data;
- To keep backups of the stored data;
- To install and configure the computer and the to configure the computers to the network;

- To install operating systems;
- Graphic design in Photoshop CS 6;
- Audio rendering in Ableton Live 9;
- Keeping count of every account and its password;

Acquired skills and knowledge:

Adobe Photoshop, Microsoft Office, spanish language

May 2014 - Dec 2014

8 months

Waiter - Tulin

Bucharest | Alimentation | Food and Drinks

Taking the orders in a elegant manner while making sure that the offered service is impeccable.

Attending each and every client on the restaurant premises.

Checking before the start of the shift what drinks we had and what food we had.

Knowing the menu in order to offer recommendations.

Acquired skills and knowledge:

people skill

Education

2011 - 2015

High School / Vocational school - Dragomir Hurmuzescu

Tehnician Megatronica | Bucuresti

Skills

General skills

Microsoft Office, Adobe Photoshop

Skills from work experience

Adobe Photoshop, Microsoft Office, spanish language, webex admin, Salesforce Admin, Google Admin, SAP Authorization Team, Okta Admin, IBM Lotus Notes Admin, ActiveDirectory Admin, people skill

Foreign languages

English - Advanced, Spanish - Advanced

Other info

Driving license

Categories A, B

acquired on 23 Mar 2016