ELENA CAMELIA **SIMION**

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## Summary

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation,

configuration, and maintenance of computer-based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

## Experience

**Systems Engineer 02/2019 - current**

**MeterMACS Ltd Basildon, Essex**

* Manage and monitor all installed systems and infrastructure
* Install, configure, test and maintain operating systems, application software and system management tools
* Proactively ensure the highest levels of systems and infrastructure availability
* Monitor and test application performance for potential bottlenecks, identify possible solutions and work with developers to implement those fixes
* Troubleshoot, diagnose and resolve hardware, software, and other network and system problems.
* Replace faulty network hardware components when required.
* Track computer system issues through to resolution, within agreed time limits
* Talk clients through a series of actions, either via phone, email or chat, until they’ve solved a technical issue
* Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
* Maintain security, backup, and redundancy strategies
* Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
* Participate in the design of information and operational support systems
* Provide 2nd and 3rd level support
* Liaise with vendors and other IT personnel for problem resolution
* Design and deploy cloud solutions on AWS
* Migrate existing systems to the new cloud solution
* Monitor and maintain high availability
* Apply patches and upgrades
* Ensure that the Smart Meter infrastructure is designed effectively, tested properly and working correctly.
* Build a thorough understanding of end to end Smart Meter infrastructure, messaging syntax and Operational Performance Regime (SLAs and KPIs).

**Application Support Analyst at Ford Dunton Technical Centre 12/2017 to 02/2019 Caresoft Global Ltd Basildon, Essex**

* Managing ticket workload across a number of customers, escalating issues where appropriate and providing resolution of issues;
* Liaising with internal Customer Managers, CDS Service Desk, Incident, and Problem Managers and Change Managers, whilst being involved in the management of major incidents and performance reporting;
* Troubleshooting issues in the product (application and data), database server, web server (IIS, JBOSS, Apache, XEP), and networks, to minimize the risk of disruptions;
* Communicating and escalating critical service failures through the Incident Management, Problem Management, and Senior Management teams using the ITIL/Agile framework;
* Ensuring reviews are fully documented and actions are raised and fulfilled;
* Being involved in changes to the service operation tools, processes and working practices;
* Assisting in defining and meeting SLAs, OLAs, and maintenance, as well as updates of the service catalog;
* Assisting in building up the Services Support Knowledgebase and promoting more 1st- line support resolution by the CDS Global Service Desk;
* Undertaking continuous improvement in the operation;
* Coordinating with Product Development and Implementation teams to support product updates;
* Supporting updates to CDS products and services in both test and live system environments, in compliance with defined procedures;
* Creating Microsoft SQL Server and Oracle Databases scripts to identify and correct data integrity issues in customer's data;
* Identifying opportunities that can improve the efficiency of the business and technical processes;

## Application Support Analyst with French – DG TAXUD 08/2017 to 12/2017 IBM Bucharest, Bucharest

* Administration, maintenance, troubleshooting, and incident resolution, if required in cooperation with the Client or 3rd party suppliers;
* Perform Level 2 support based on generic and basic troubleshooting instructions for in-scope applications;
* Redirect application incidents that requiring further Level 3 support to the client or other applicable 3rd party providers;
* Monitor integrations between applications and redirect failed transfer to the client or other applicable 3rd party providers for resolution;
* Maintain and update Level 2 support instructions for the applications;
* Maintain and update descriptions for security and backup/restore procedures for the applications;
* Follow internal procedures and processes;
* Ensure contract **SLAs**, **KPIs** and obligations are met.
* Investigate problems with software applications, diagnose root causes, and work on fixing them
* Identify known errors and problem trends and find permanent solutions
* Receive and log requests for support from the help desk, other service delivery staff and/or users
* Investigate problems and other requests for support and determine appropriate actions to take
* Prioritize requests in accordance with agreed criteria
* Monitor progress of requests for support and ensure users and other interested parties are kept informed
* Provide correct responses to requests for support by means of for example: making modifications to system parameters, developing workarounds or enhancements, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation

## Service Desk Admin L1 with French – Novartis France 06/2017 to 07/2017 Wipro Technologies Bucharest, Bucharest

* To provide 1st line/2nd line technical support; answering support queries via phone, email, chat, and Web -
* To maintain a high degree of customer service for all support queries and adhere to all service management principles.
* To take ownership of user problems and be proactive when dealing with user issues.
* Logging /verifying customer details
* Ensure contract **SLAs**, **KPIs** and obligations are met.
* Identifying the issue and categorizing/prioritize the incident
* Creating a ticket in CRM tool
* Referring KB for workaround/resolution and attempting resolution
* Ticket re-assignment to L2 if ticket unresolved by L1 (where ever applicable)
* Ticket reassignment to PRG's if ticket unresolved by L1 (where ever applicable)
* Routing / Chasing of tickets with other PRG's
* Recording trend of calls and identifying outages proactively
* Call-backs for customer not reachable cases & customer request
* Identifying the trend of calls/tickets and highlighting it to L2 / TL as applicable for outage confirmation;
* Creating child tickets and tagging them with problem ticket;
* Call back the user and confirm resolution (where ever applicable).

## Transaction Processing Analyst with French 02/2015 to 06/2017 Iveco France – CNH Industrial – Case IH Bucharest, Bucharest

* Assess and process warranty claims submitted electronically by the dealer
* Resolve dealer issues and answer questions submitted through an electronic communication system
* Receive and assess the claim according to defined procedures/ routines
* Perform claim assessment and follow defined procedures to resolve correctly.
* Document verifications and customer information in data capture tools and when needed, transfer claims/ tickets to another responsible party, for resolution
* Serve as a secondary point of contact besides the team leader for the client project manager and segment/regional leads (for cross-segment issues or escalated issues)
* Collaborates with Team Lead to meet all Key Performance Measures (KPMs) for the function/s as set by the Internal Unit Lead &/or by senior management/Accenture Service Manager pertaining to process, process changes and relevant updates to the Provider Address Correction function
* Assigns cases/workload to agents, manages reportorial requirements, completion status, and inventory tracking
* Maximizes team efficiency by creating and implementing daily, monthly, quarterly and yearly work tasks/plans aligned with project initiatives and goals/SLAs for BPO/ Voice function
* Facilitates conference calls between Manila and Onshore teams (client and Accenture team) to provide updates and/or come up with a resolution on key issues that affect production and quality
* Participate in brainstorming sessions to improve Knowledge Management/Communication Tool, communications process, customer satisfaction, agent processes, and agent effectiveness
* Collects and consolidates escalated team issues that remain unaddressed (e.g., technology, target cases, pending onshore requests and escalation) for escalation to the team leader or manager (client) and/or to the Internal Unit Lead / Accenture Service Manager as appropriate

## Bilingual Technical Support Specialist – SFR/Vodafone France 10/2013 to 01/2015 Webhelp Bucharest, Bucharest

* Troubleshooting system and network problems and diagnosing and solving the issues encountered by ADSL and Fibre customers
* Replacing parts as required;
* Providing support, including procedural documentation and relevant reports;
* Following diagrams and written instructions to repair a fault or set up a system;
* Setting up new email accounts and profiles and dealing with password issues;
* Working continuously on a task until completion (or referral to third parties, if appropriate);
* Rapidly establishing a good working relationship with customers and other professionals, such as software developers; Prioritizing and managing many open cases at one time;
* Responding within agreed time limits to call-outs;
* Remotely troubleshoot issues from customers and field engineers. Resolve or escalate as needed.
* Troubleshoot layer 1 to layer 3 issues on broadband circuits
* Troubleshoot/configure Network and VoIP services
* Provide clear and concise documentation for each call or remote chat
* Focus on a smooth transition from agent to agent

## Customer Service Call Center Agent 04/2014 to 08/2014 Paypoint Bucharest, Bucharest

* Obtains client information by answering telephone calls; interviewing clients; verifying the information.
* Determines eligibility by comparing client information to requirements.
* Establishes policies by entering client information; confirming pricing.
* Informs clients by explaining procedures; answering questions; providing information.
* Maintains communication equipment by reporting problems.
* Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.

## Skills

AWS Cloud, AWS servers, VPN, JBOSS server, Windows Server, Apache server, Composition Engines, RedHat JBoss, Microsoft Office – all editions, Windows – all editions, Microsoft Outlook, VoIP, IPTV, LAN/WAN connexion, ITIL, ITSM knowledge, BMC Remedy, SAP, Linux server, WinSCP, Putty, SharePoint Admin, Office 365, Agile methodologies, Cisco, Microsoft Lync, IBM Lotus Notes, Cisco VPN, Bit locker, Skype for Business, Remote Support, Technical Support, Application Support, HP SMT, SAP, Communication skills, Customer service skills, Multi- tasking ability, Network troubleshooting, PC/Laptop/Smartphone/iPad troubleshooting, Oracle SQL Developer, Running SQL scripts, Ability to learn quick new Software or Hardware, Assess Customer support needs, Attention to details, Accuracy, Adaptability, Analytical Thinking, Critical Thinking, Decision Making, Diagnosing Software, New version release, Jenkins, Document Bugs, End User Support, Extracting and analysing logs, Explaining Technical Information Clearly, Help Desk Reporting Systems, Interacting Calmly with Agitated Customers, Listening to the customer’s needs, Problem-solving skills, Prioritizing ability, Redirecting Problems to Appropriate Resources, 1st and 2nd Level support experience, Web Applications;

English – Advanced Level French - Advanced Level Spanish – Intermediate Level Romanian – Native

German – Beginner A2 level

## Languages

**Education and Training**

**MSc Data Analytics and IT Security Management 2019-2021**

Arden University London, England, United Kingdom

**ITIL Foundation certificate**: **ITIL Foundation 2017**

Bucharest Bucharest, Bucharest, Romania

## Bachelor of Science: Computer Science

University of Bucharest Bucharest, Bucharest, Romania

Finished just the first year

## Bachelor of Science: Chemistry 2015

University of Bucharest Bucharest, Bucharest, Romania

**Science College 2011**

National College ‘’Spiru Haret’’ Bucharest, Bucharest, Romania

## Inspector SSM: Health and safety at work

Study Matrix

**Project Management**

Project Manager diploma: Vanguard Strategy