FLOREA PORTARI

Personal

Address
Warsaw, Poland

Phone number
+48 733419656

Email
floryanportar@gmail.com

LinkedIn
https://www.linkedin.com/in/florea-portari-49136915a/

Software

- Microsoft Office Package / Office 365
- Active Directory
- CyberArk
- Cisco Anyconnect
- Cisco Webex
- Remedy/Helix/Oracle (EBS) Ticketing Systems
- Service Now
- Vmware Vpshere Citrix (ex. Netscaler Gateway, Director etc)
- System Center Configuration Manager (SCCM)
- Okta
- Zscaler

Skills

System administration	●●●●●
Team collaboration	●●●●●
Training assistance	●●●●●
Problem-solving	●●●●●
Communication	●●●●●
IT Support	●●●●●

Languages

English	●●●●●
Romanian	●●●●●
Ukrainian	●●●●●
Russian	●●●●●
Polish	●●●○○
Italian	●●●○○
Spanish	●●○○○

Work experience

Onsite Support Engineer
Alcon, Warsaw, Poland   Feb 2021 - Feb 2022

- Maintaining the integrity of all computer workstations and associated software within the organization
- Acting as the main point of contact for employees who are experiencing computer or network issues
- Ongoing maintenance and future planning needs of the company's desktop infrastructure
- Resolving software, hardware and device issues reported by the end users
- Installation, configuration and ongoing usability of desktop hardware and software
- Working with the project management team on PC builds
- New staff on-boarding participation

Senior IT Service Desk Specialist/Trainer
Nordea Bank, Warsaw, Poland   Oct 2019 - Jun 2020

- Trained new hires and conducted refreshing courses
- Determined course content according to objectives
- Prepared training material (ex: presentations, worksheets, etc)
- Ordered and provided Active Directory and company related accesses
- Executed training sessions according to organizational requirements
- Collected feedback and made improvements to the training material
- Mentored new hires, resulting in stronger staff development and increased productivity

IT Service Desk Specialist
Nordea Bank, Warsaw, Poland   Sep 2018 - Oct 2019

- Provided support to end users through all appropriate channels (ex: Interaction Workspace Genesys, Outlook, Skype, MS Teams) regarding any kind of IT-related problems
- Interacted with second and third line of support in all tasks related to IT infrastructure and application problems
- Tracked, prioritized and documented all incidents reported to the service desk using the relevant tools such as Remedy, Rhino, Cosmos, Helix
- Diagnosed software and hardware problems in order to find the right solution and thereby help the end user
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution

Helpdesk Specialist
Diebold Nixdorf, Warsaw, Poland   Jul 2017 - Jul 2018

- Served as the first point of contact for customers seeking technical assistance over the phone or email in IKEA project and Romanian Bank related project, using Voxtron application and Outlook e-mail system
- Performed remote troubleshooting through diagnostic techniques, using Remote Desktop Protocol (RDP)
- Determined the best solution based on the issue and details provided by customers
- Walked the customer through the problem-solving process and directed unresolved issues to the next level of support

Education and Qualifications

University "Alexandru Ioan Cuza", Iasi, Romania   Oct 2015 - Jul 2017
International Relations and European Studies

Interests

- Cooking
- Architecture / Urbanism
- Learning new languages