

First Name: Ionut

Last Name: Riciu

Tier 2 IT Support Engineer

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Summary

I am a dynamic IT professional with a strong foundation in analytical skills. I thrive in an ever-evolving IT landscape, embracing change and utilizing constructive criticism as a catalyst for growth. My passion for teamwork aligns seamlessly with the collaborative nature of the technology field. What sets me apart is my unwavering drive to consistently exceed expectations. I am committed to delivering innovative IT solutions and pushing my boundaries to achieve excellence.

Experience

Tier 2 IT Support Engineer | Multilingual Technical Support at Amazon Development Center Romania

November 2021 -

Tier 2 IT Support Engineer

Provide expert-level technical support to Amazon employees worldwide, specializing in Tier 2 assistance and catering to their diverse needs in both English and Italian.

Employ a range of communication channels including web chat, phone calls, emails, and ticketing systems to address and resolve complex issues promptly under standard conditions.

Diagnose and extend end-user computing problems, offering in-depth problem analysis, identifying appropriate resources, testing advanced solutions, and closely monitoring progress to ensure efficient resolution.

Create and distribute detailed call logs and informative documentation to facilitate seamless knowledge sharing and enhance customer self-help resources.

Effectively communicate necessary repairs and provide advanced solutions to intricate queries, ensuring client satisfaction with the resolution process.

Manage a significant workload of 5-15 tickets simultaneously, showcasing adept multitasking skills and maintaining a high standard of service.

Stay up-to-date with relevant assistance policies, continuously accumulating and updating knowledge for accurate technical solutions.

Collaborate extensively with cross-functional teams to triage and escalate complex system outages or downtime situations, ensuring rapid restoration of services.

Develop and deliver targeted user training sessions, enhancing the adoption of new technological solutions among peers.

Possess advanced knowledge of Microsoft Windows 10, along with expertise in Mac OS X and Linux.

Skills:

Expert Technical Troubleshooting & Problem Solving

Tier 2 Multilingual Support (English, Italian)

Customer Relationship Management

Advanced Knowledge Management & SOP Creation

Network Configuration & Integration

Advanced Training & User Education

Effective Team Collaboration

Clear Communication & Documentation

Operating Systems: Microsoft Windows , Mac OS X, Linux

Account Specialist at UniCredit Services

October 2020 - December 2021

I have managed confidential communications with banks and clients of the Group through email and telephone. My past responsibilities involved ensuring the accurate processing of daily transactions,

performing data control and verification, as well as conducting thorough investigations.

Working alongside my colleagues, we precisely verified and settled RACO accounts while creating monthly balance reports for both domestic and SEPA payments. I also have expertise in modifying operative schemes and manuals to improve the efficiency of our financial operations.

Moreover, I possess extensive knowledge of various payment systems, including SEPA, TARGET, and SWIFT interbank transfers. Additionally, I have utilized ticket systems like Remedy to manage financial operations.

During high-pressure situations, I fostered a collaborative team environment to achieve our goals while maintaining the highest standards of privacy and security for our clients.

Casino Manager at Games International

April 2016 - October 2020

As a Casino Manager, I demonstrated a strong commitment to maintaining the integrity of the team and personal accountability while ensuring that operations were conducted with the utmost professionalism. My responsibilities included:

Analyzing, synthesizing, and monitoring incidents to ensure that operations ran smoothly and any issues were addressed in a timely manner.

Planning and organizing activities while conducting quality control measures to ensure that operations were conducted to the highest standards.

Maintaining consistency in actions and personal efficiency to ensure that the casino was run with the utmost professionalism.

Learning and transmitting information while collecting and interpreting data to improve the profitability of the casino and ensure that the casino remained competitive in the market.

Conducting monthly evaluations of the staff to ensure that everyone was performing at their best and that they were provided with the necessary support and training to meet their professional goals. Maintaining accurate bookkeeping records to ensure that financial operations were conducted in accordance with company standards. Reporting the status of the casino and following instructions from headquarters to ensure that the casino was run in accordance with company policy and procedures.

Through my leadership, I inspired a sense of teamwork among my staff and fostered a culture of excellence, which translated into improved profitability and the development of the casino.

Education

Universitatea „Hyperion” din București

Bachelor of Laws - LLB, Legal Studies, General, September 2017 - August 2021

Heinrich Hertz (Roma)

High School Diploma, Applied Sciences, -
