Contactați

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Aptitudini principale

DevOps

Elastic Stack (ELK)

Elasticsearch

Certifications

Develop an ASP.NET Core web app
that consumes an API

AWS Certified Cloud Practitioner

Configure secure access to your
workloads using Azure networking

Implement security through a
pipeline using Azure DevOps

Microsoft Certified: Security,
Compliance, and Identity
Fundamentals

Razvan Teodorescu

Tooling and automation developer
Braşov, Braşov, România

Experiență

Atos
Tooling and automation developer
mai 2022 - Present (2 ani 2 luni)
Braşov, România

Working on a DevOps-like role managing both the infrastructure, configuration
and code for internal tools.

Work included installing and configuring:
-linux systems firewalls and networking
-docker clusters
-Monitoring tools like Grafana with elastic stack

And also coding such as:
-Powersheell scripts used for complex automation of tasks like reporting
by interacting with other software like Veeam Backup and Recovery or with
ServiceNow for both reporting and alerting
-Data manipulation pipelines from monitoring agents or APIs to ELK

Majorel
3 ani 1 lună

Tier 2 Resource Coordinator
august 2021 - mai 2022 (10 luni)
Braşov, România

• Consult and support Resource Coordinators (helpdesk/floor-walking/
mentoring)
• Handle internal escalations
• Keep track of the escalations and present findings to the management team
• Own requests.tickets (high volumes periods, focus on specific request types/
age, escalations, etc.)
• Perform analysis/monitoring according to the business needs
• Gather additional information, identify top emerging issues and provide
suggestions to improve the offered
support

• Compliance with company regulations with regards to Data Protection and Information Security

Resource Coordinator
mai 2019 - august 2021 (2 ani 4 luni)
Brasov County, Romania

Working on a ticket/request based system with the scope of matching customer technical needs with a resource and facilitate preparation for service delivery

The job also implied:

• Scheduling appointments
• Collaborating with both technical (Engineers) and sales colleagues (Account Managers)
• Managing / Facilitating multiple end-to-end support requests
• Maintaining adequate notes for each request handled to keep remainder of team abreast of the status and any pending issues
• Submitting weekly and monthly status reports (as required according to business demand)
• Attending Operations team meetings to give updates and/or recommendations on any issues where new process and procedures should be considered.
• Critical thinking and decision making

This role gave me a great overview and a high level understanding of the Azure Cloud and the Microsoft Office services and products, as the engineers mentioned above were supporting Azure Cloud customers.

Arsis Trading SRL
Sales Representative
octombrie 2018 - martie 2019 (6 luni)
Bucureşti, România

Majorel
Customer Service Representative
iunie 2018 - septembrie 2018 (4 luni)
Braşov, România

Providing customer support, billing and technical issue resolution via phone and email regarding the Xbox platform for customers from United Kingdom

CGS (Computer Generated Solutions)
Technical Support Specialist

iulie 2017 - ianuarie 2018 (7 luni)
Braşov, România

Providing customer support and technical issue resolution via phone for email(POP3, SMTP. IMAP) and dial-up services offered to customers from the United States.

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