



Daniel Martin Geiger

Service Manager - Atos

Bucuresti

Date contact

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Oraș: Bucuresti

Despre mine

Social skills and competences

A perfect team worker-leader, good listener and problem solver.

Organisational skills and competences

Very organised and have big attention to details.

Technical skills and competences

Mechanical and electrical skills

Computer skills and competences

CRM, MS Office , Windows, Active Directory, Exchange, Airwatch, Bitlocker, Service Now, Topdesk, Adyen, Infoblox, Azure, Meraki, MAAS 360, InTune, Citrix Director, GK , CMS, MoodMedia, RFID, BMC REMEDY, ITSM, SCRUM, ITIL

Other skills and competences

Honesty, punctual, desire to have experience in new areas.

Organized with attention to detail.

Excellent analytical, logical thinking, and problem-solving skills.

Excellent verbal and written communication skills.

Thorough understanding of project management principles and planning.

Thorough understanding of information technology procedures and practices.

Proficient with, or able to quickly become proficient with, a range of general and specialized applications, software, and hardware used in the organization and the industry.

Proficient with Microsoft Office Suite or related software.

Ability to motivate groups of people to complete a project in a timely manner

Driving licence
yes, B category

Experiență profesională

Experiență pe departamente

IT Software: **4 ani și 4 luni**

Sport / Wellness: **3 luni**

Administrativ / Logistică: **1 an și 7 luni**

Auto / Echipamente: **13 ani și 9 luni**

Sep 2023 - prezent

Service Manager - Atos

Remote (de acasă) | IT Software | Energetică

Delegating and directing service tasks, monitoring the progress of current projects, and managing service team members to ensure the team's objectives and sales goals are met.

Handling customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers.

Assisting with or performing administrative tasks, such as managing and updating invoices, processing new orders, and tracking inventory.

Setting up and maintaining a service desk and evaluating its efficiency.

Resolving service desk problems and improving service methods to increase the service desk's productivity and customer service.

Monitoring department issues and client complaints to create methods to lessen recurring issues.

Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met.

Maintaining strong relationships with manufacturers, dealers, and sales representatives.

Helping to train new employees in company procedures.

Maintaining a strong working knowledge of industry regulations, restrictions, and laws, ensuring the company's adherence to these regulations, and remaining current on the industry's standards and new innovations, materials, tools, and processes.

Abilități și competențe dobândite:

Customer service, mentenanta software hardware

Iun 2022 - Iul 2023

IT Project Manager - NTT DATA SERVICES

1 an și 2 luni

București | IT Software | IT / Telecom

Hires and trains members of the technical staff.

Assigns duties and responsibilities and oversees workflow of project staff.

Oversees the day-to-day workflow of the department.

Conducts performance evaluations that are timely and constructive.

Handles discipline and termination of employees as needed and in accordance with company policy.

Manages assigned IT projects to ensure adherence to budget, schedule, and scope of project.

Develops, maintains, and revises proposals for assigned projects including project

objectives, technologies, systems, information specifications, timelines, funding, and staffing.

Sets and tracks project milestones; manages and accounts for unforeseen delays, then realigns schedules and expectations as needed.

Establishes and implements project communication plans, providing status updates to affected staff and stakeholders.

Collects, analyzes, and summarizes information and trends as needed to prepare project status reports.

Performs other related duties as assigned.

Abilități și competențe dobândite:

Active directory, VMware, Project management, Team Management, Managementul echipei

Iul 2021 - Mai 2022

11 luni

Subject Matter Expert/ Trainer for Office and Retail IT domain with German and English - WIPRO TECHNOLOGIES SRL (București)

București | IT Software | IT / Telecom

Analyzing company activities to ensure resources are used efficiently

Providing documentation and communication regarding specialized organizational processes

Taking a technical concept and making it easier to understand

Creating and editing processes to help businesses perform tasks consistently

Supporting leadership in aligning company and personal values with a strategic vision

Making recommendations for technology infrastructure, software and equipment

Abilități și competențe dobândite:

SAP, Training, Citrix, english, Coaching, microsoft outlook, crm customer relationship management

Aug 2020 - Iul 2021

1 an

Level 2 EUC Technology Analyst with German - Infosys Consulting SRL

București | IT Software | IT / Telecom

Helping users resolve issues with computer hardware or software. Respond to user inquiries, assess problems and issues with IT equipment and applications, and help resolve these issues for users.

Abilități și competențe dobândite:

SAP, Active directory, Microsoft Exchange

Apr 2019 - Iul 2020

1 an și 4 luni

IT Service Desk Analyst - WIPRO TECHNOLOGIES SRL (București)

București | IT Software | IT / Telecom

Helping users resolve issues with computer hardware or software. Respond to user inquiries, assess problems and issues with IT equipment and applications, and help resolve these issues for users.

Abilități și competențe dobândite:

VPN, Active directory, Service, Microsoft Exchange, Microsoft Active Directory, Remote Desktop, Citrix, SCCM, rsa

Feb 2019 - Apr 2019

3 luni

Customer Support Representative - Conectys SERV SRL

București | Sport / Wellness | Call-center / BPO

Email and phone support for guiding and troubleshooting sportswatches

Abilități și competențe dobândite:

CRM, Salesforce, customer, customer support, microsoft outlook, Customer service, technical support, customer orientation, crm customer relationship management, customer satisfaction

Feb 2018 - Feb 2019

1 an și 1 lună

ECCC CAC Agent - Concentrix CRM Services RO SRL

București | Auto / Echipamente | Call-center / BPO

Call Center Agent, Back desk for Austria, GDPR agent

Aug 2017 - Feb 2018

7 luni

Team leader - Star Assembly SRL (Daimler AG)

Sebes | Auto / Echipamente | Producție

Responsible of the work schedule and quality of my team (4 workers) in the production line of automatic transmission

Abilități și competențe dobândite:

Leadership, Team leader, Team leadership, Team work, Team Management

Ian 2016 - Iul 2017

1 an și 7 luni

Commercial agent, Disponent and Technician - Flohmarkt Kloos / Dillstop Sebes SRL

Sebes | Administrativ / Logistică | Transport / Logistică / Import - Export

Responsible for all customer contact (Purchase and Sales), Organising the pickup and delivery of furniture,
- Technician for a self-serviced carwash

Abilități și competențe dobândite:

Outlook, microsoft outlook, word excel powerpoint

Ian 2010 - Ian 2015

5 ani și 1 lună

Shift manager - Bodycote

Strainatate | Auto / Echipamente | Producție

Responsible of the work schedule and quality of my shift (15 workers):

- preparing daily and weekly schedule for the team
- planning working hours and vacations
- teaching new apprentices
- quality control of finished products
- support at interviews

Abilități și competențe dobândite:

Leadership, Team leadership, Team work, Team Management, Managementul echipei, managementul timpului prioritatilor

Ian 2008 - Ian 2010

2 ani și 1 lună

Shift manager - Speedline Aluminium Gießerei

Strainatate | Auto / Echipamente | Producție

Responsible of the work schedule and quality of my shift (15 workers):

- preparing daily and weekly schedule for the team
- planning working hours and vacations
- teaching new apprentices
- quality control of finished products
- support at interviews

Abilități și competențe dobândite:

Project management, Team leadership, Team work, Team Management

Ian 2002 - Ian 2007

5 ani și 1 lună

Shift manager in the heat treatment - Mahle König KG

Strainatate | Auto / Echipamente | Producție

Responsible of the work schedule and quality of my shift (15 workers):

- preparing daily and weekly schedule for the team
- planning working hours and vacations
- teaching new apprentices
- quality control of finished products
- support at interviews

Abilități și competențe dobândite:

Leadership, Management, Team leadership, Team work, Team Management

Educație

1998 - 2002

Liceu / Școală profesională - Berufsschule Bregenz

Apprenticeship as sanitary - climate and heating plumber | Strainatate

Abilități

Abilități generale

Azure Active Directory, windows active directory, service-now, MS exchange, windows azure, ms windows and ms office, office 360, intune, gk, CRM, Windows, Airwatch, bitlocker, topdesk, Adyen, infoblox, Microsoft Azure, Cisco Meraki, Citrix, CMS, rfid

Limbi străine

Engleză: Avansat

Germană: Avansat

Română: Începător

Alte informații

Permis de conducere Categoria B

dobândit în 24 Mai 2011