

Contact

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www.linkedin.com/in/radu-chiriac
(LinkedIn)

zero-dawn.eu (Portfolio)

Top Skills

Customer Satisfaction

Identity & Access Management
(IAM)

Linux System Administration

Languages

English (Full Professional)

Italian (Limited Working)

Certifications

CompTIA Linux+ ce Certification

Okta Certified Consultant

Okta Certified Administrator

Cambridge Certificate in Advanced
English

Create and Manage Cloud
Resources

Radu Chiriac

Technical Engineer - HPC Services

Braşov

Summary

The key to a successful career is to never stop learning new skills!

Experience

Atos

Technical Engineer - HPC Services

February 2022 - Present (2 months)

Braşov, Romania

- Migrating a large project for a German auto maker from it's current service provider to ATOS.

- Reviewing all the existing technical documentation and updating it accordingly to our company's policies and procedures.

- When the migration will be complete, we will be responsible for 3 major services LDAP, File Sharing Servers and HPC support.

CGS Romania

9 years 7 months

Technical Support Engineer

April 2020 - February 2022 (1 year 11 months)

Braşov, Romania

Handling support tickets raised by admins that use an IaaS to integrate their business needs with cloud applications.

This implies gathering all relevant data and logs, researching for the root cause, finding a solution and applying it in the customer's tenant.

L2 Technical Mentor

April 2018 - April 2020 (2 years 1 month)

Brasov, Romania

The position entitles providing guidance and technical advice to the team, improving quality of service provided and escalating complex issues to the Level 3 and above teams.

Technical Support Agent

October 2014 - April 2018 (3 years 7 months)

Bucharest, Romania

I'm responsible for providing warranty and technical support for Lenovo's business customers based in UK and Ireland.

Support is offered by phone, email and remote connection.

Back Office Employee

August 2012 - October 2014 (2 years 3 months)

- Perform eligibility checks for the employees of one of USA's major telecom company and process orders for them;
- Customer support by e-mail;
- Offering support to my colleagues when the Team Leader is busy or absent;
- Tasked with accommodating the new hires with the work environment and procedures;

Mediafax

Monitoring Editor

August 2009 - April 2010 (9 months)

Responsible with making short reviews based on key words that appeared in TV news for the company's clients

Education

Universitatea „Spiru Haret” din București

International Relations and European Studies, International Relations and Affairs · (October 2003 - July 2007)

Technical College "Gheorghe Cartianu"

Baccalaureate, Mechanical Engineering Related Technologies/
Technicians · (September 1999 - June 2003)