# Tudor M. Boca

JavaScript | ReactJS | Redux | Python

Portfolio: *https://tudorboca312.github.io/Portfolio/*

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## SUMMARY

Having transitioned from Tech Support to ServiceNow Developer, and gaining a solid foundation in web development with JavaScript, React, and Redux over 1.5 years, I am now poised for a challenging role within the tech industry post my relocation to the US in 2023. My experience across diverse IT roles has equipped me with a well-rounded skill set in server management, issue resolution, and platform optimization. As a proactive and adaptive tech enthusiast, I am seeking a growth-oriented position to further contribute to and evolve with the rapidly changing technological landscape.

## EXPERIENCE

### Endava, Cluj-Napoca, RO — Service Now Developer

July 2022 – May 2023

- Managed and optimized the ticketing platform, ensuring seamless issue tracking and resolution.
- Troubleshoot basic platform issues promptly, maintaining operational efficiency.
- Contributed to team efforts in implementing new features as per client requests, enhancing platform functionality.

### Endava, Cluj-Napoca, RO — Junior System Administrator

October 2021 – July 2022

- Executed daily maintenance tasks to ensure server reliability, demonstrating a proactive approach to system management.
- Monitored Linux and Windows servers continually, swiftly identifying and addressing issues to prevent potential disruptions.
- Utilized SSH for secure server connections during troubleshooting scenarios, efficiently resolving issues to sustain optimal server functionality.

### Endava, Cluj-Napoca, RO — Service Desk Analyst

September 2020 – October 2021

- Resolved international clients' software challenges, specializing in AD, Azure, and troubleshooting user issues with IP/DNS.
- Conducted extensive troubleshooting utilizing PowerShell, CMD, and client applications to ensure optimal system functionality.
- Enhanced customer satisfaction by providing clear communication.

## EDUCATION

**Bachelor's in Psychology**
October 2017 - July 2020
University Of Babes Bolyai, Cluj-Napoca, RO

## SKILLS

**JavaScript**

**ReactJS**

**Redux**

**Bootstrap/Tailwind CSS**

Python

Node JS

SQL

Linux

Azure

Networking

## LANGUAGES

**Romanian** - Native

**English** – Fluent

**Spanish** – Basic