Tudor Mihai Boca

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

Experience

Endava   Cluj-Napoca, Cluj, Romania
ServiceNow Developer   July 2022 – May 2023
- Implemented advanced automation scripts in ServiceNow, reducing manual tasks by 25% and improving process accuracy.
- Executed multiple ServiceNow upgrades, ensuring system compatibility and minimizing downtime.
- Collaborated with the team to introduce detailed reports monitoring KPIs and employee activities in ServiceNow. This initiative led to a 15% increase in productivity by providing actionable insights into team performance and identifying areas for improvement.

Endava   Cluj-Napoca, Cluj, Romania
Junior System Administrator   October 2021 – July 2022
- Diligently performed daily and nightly tasks, maintaining 24/7 monitoring of services, which contributed to a consistent operational uptime of over 98%.
- Effectively managed server environments, including both Linux and Windows platforms, leading to a 30% reduction in server-related issues through proactive maintenance and troubleshooting.
- Efficiently handled L2 incidents, including those escalated from L1, while identifying and escalating complex issues to L3 when necessary, improving resolution efficiency by 25%.
- Skillfully addressed and resolved various networking problems for clients and servers, enhancing network stability and performance, which led to a 20% improvement in network reliability and client satisfaction.

Endava   Cluj-Napoca, Cluj, Romania
Service Desk Analyst   September 2020 – October 2021
- Instrumental in developing new protocols and procedures for the service desk team, ensuring efficient and consistent handling of over 40 daily user inquiries.
- Addressed a variety of user problems, from software and hardware to networking and VPNs, achieving a 90% first-call resolution rate and significantly enhancing user satisfaction.
- Skillfully navigated Active Directory, Azure, and AWS environments, facilitating seamless user access and system configurations, contributing to a 15% reduction in user access issues.

Education

University Of Babes Bolyai   Cluj-Napoca, Cluj, Romania
Bachelor's degree in psychology   07/01/2020

Skills & Interests

Technical: Azure, AWS, AD, MS Offices, Windows/Linux, Networking, JavaScript, React, Redux, NodeJS, Python, SQL, Ongoing Self-Study in Web Development
Language: English, Romanian
Interests: Web Development (currently self-studying), Tech News, Podcasts, Jogging, Gym, Cooking, Hiking