

# Victor Stanciu

## IT Helpdesk Technician

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### WORK EXPERIENCE

#### Fast Food Part-time Worker

##### Collins Foods Limited

- 10/2020 - 06/2023   Breda, Netherlands
- Worked in a fast-paced environment with an international team
  - Continually learned about new products and providing accurate information to customers
  - Demonstrated reliability and initiative by identifying and resolving issues independently
  - Developed strong teamwork skills and learned to collaborate with a large group toward shared goals

### EDUCATION

#### PYTHON COURSE: Introduction to Programming

##### University of Helsinki

- 06/2025 - 09/2025   Remote
- Completed the Python Programming MOOC, focusing on actively applying fundamental knowledge of coding to solve over 100 Python problems

#### HIGHER PROFESSIONAL EDUCATION: Creative Media and Game Technologies

##### Breda University of Applied Sciences

- 09/2020 - 07/2024   Breda
- Developed 6 games in multidisciplinary teams
  - Troubleshooting, bug documenting and fixing essential aspects of video game 2D & 3D environments
  - Actively using Perforce (version control) to keep track of each change
  - Gained essential understanding in working with Jira tracking & ticketing systems, Scrum, Sprint reviews and deadlines
  - Scripting game events using Unreal Engine

#### HIGH SCHOOL

##### Dante Alighieri, Mathematics & Informatics

- 09/2016 - 06/2020   Bucharest
- Senior general education, Math & Computer Science

### PROJECTS

#### Homelab

- Deployed and maintaining a website in a Linux container running on Proxmox + other self-hosted services (audiobooks, media streaming, file syncing) running in Docker containers

#### Helpdesk-focused Virtual Machines

- Setup & configured Active Directory in Windows Server 2022 via VirtualBox
- Simulating ticket creation with SolarWinds: setting priorities, applying SLA guidelines by prioritizing based on urgency and importance

#### Networking Lab Projects (Cisco Packet Tracer)

- Created and configured simulated networks using routers, switches, and user devices, guided by a YouTube CCNA course
- Troubleshooting connectivity using Cisco CLI commands

### MY WEBSITE

<https://victorstanciu.com/>

### LANGUAGES

**English**  
Fluent

**Romanian**  
Native

### SKILLS

- |                          |                  |               |
|--------------------------|------------------|---------------|
| Software Troubleshooting | Hardware         |               |
| Technical Assistance     | Active Directory |               |
| Ticketing System         | Networking       |               |
| Windows                  | Linux            | Documentation |
| Virtual Machine          | Python           | Docker        |

### CERTIFICATIONS

- CompTIA A+ (Earned)
- CompTIA Network+ (In progress)