Virgil Adrian Ciociu

As a dedicated and detail-oriented IT Desk Support Specialist, I am seeking a part-time position where I can leverage my technical skills and passion for problem-solving to provide exceptional support to end-users. With hands-on experience in troubleshooting hardware and software issues, configuring computer systems, and providing excellent customer service, I am committed to resolving technical issues efficiently and effectively. My strong ability to work in a team, and a valid SIA CCTV licence make me a valuable asset to any organization. I do own a valid CCTV operator Award.

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Personal Details

Driver's License: B, Cars
Eligible to work in the UK: Yes
Highest Level of Education: A-Level or equivalent
Industry: Customer Service, Management
Total years of experience: 1

Work Experience

Security Officer

1st Reaction Security-Northampton
March 2019 to Present

• Monitoring and controlling the entrance and exit of vehicles and people in the bus station

• Responding to emergencies, alarms and incidents

• Reporting any suspicious or unlawful activity to the appropriate authorities

• Assisting passengers and staff with any queries or issues

• Enforcing the rules and regulations of the bus station

• Using CCTV cameras and other security equipment to monitor the situation

• Coordinating and monitoring with other security officers from other city sites using one radio and communicating with the police using radio number two.

• Opening and closing the bays and the parking places according to the schedule and demand

• Ensuring that the bays and the parking places are clean, safe and well-maintained

• Allocating and directing vehicles to the appropriate bays and parking places

Security Officer

University of Northampton-Northampton

March 2017 to February 2020

• Providing wellbeing support for all students on campus

• Patrolling academic buildings and classes, residential halls and car parks

• Monitoring and responding to CCTV, alarms and access control systems

• Monitoring and controlling the entrance of students and visitors in the campus using smart keys and ID cards and providing friendly and helpful CUSTOMER SERVICE

• Providing first aid, defibrillator and water rescue response

• Escorting emergency response teams and vulnerable people

• Managing evacuations and incidents

• Providing crime prevention and personal safety advice

• Reporting faults regarding safety, security and general maintenance

• Managing the University's electronic access control system and smart keys

• Participating in counterterrorism training and awareness programmes and applying the principles of Project Griffin and Project Argus to prevent and respond to terrorist threats

• Ensuring compliance with the University's parking regulations

• Managed the security and safety of the university entrance, ensuring a secure environment for students, staff, and visitors.

• Provided excellent customer service by assisting visitors with inquiries and directions.

• Monitored and controlled access to the premises, maintaining a log of all visitors.

• Good communication and interpersonal skills

• Ability to work under pressure and handle conflict situations

• Advanced computer skills and familiarity with CCTV systems

Store Detective
ASPRO Security-Northamptonshire
March 2016 to January 2018

• Patrol the store premises as a shopper (civilian) to prevent and detect shoplifting and other criminal activities

• Approach and detain suspected shoplifters in a discreet and professional manner

• Gather evidence and write reports of incidents and liaise with the police and the store management

• Provide excellent CUSTOMER SERVICE and assist customers and staff with any queries or issues

• Train and mentor new security staff on store security procedures and policies

• Reduced shoplifting incidents by 65% in the last six months (2017 January to June) through effective surveillance and intervention techniques

Security Officer
Total Security Services (TSS) LTD-Northampton, Northamptonshire
October 2015 to September 2017

• Provide security services to a range of clients, such as patrols, alarm checks, system installations and maintenance

• Work in various retail stores, such as Tesco, Waitrose, and Boots, as well as other commercial and industrial sites

• Use CCTV cameras and other security equipment to monitor and prevent theft, vandalism and trespassing

• Approached and detained suspected thefts in a discreet and professional manner and handed them over to the police

• Respond to emergencies, alarms and incidents and liaise with the police and the clients

• Provide excellent customer service and assist customers and staff with any queries or issues

Education

Certificate of higher education in Construction Management

Industrial School Group for Construction - Sibiu, Romania

September 1990 to July 1994

It provided students with practical and theoretical training in various construction-related disciplines, preparing them for careers in industrial and civil engineering fields.

Skills

- Customer service (2 years)
- Report writing
- System security (5 years)
- Computer skills (10+ years)
- Surveillance
- Computer literacy (10+ years)

Languages

- Spanish - Fluent
- English - Fluent
- Romanian - Expert

Awards

CCTV Operator

March 2024

• Monitoring Surveillance Systems: Continuously watch live footage from multiple CCTV cameras to detect and prevent incidents such as theft, vandalism, or other suspicious activities.

• Analysing Footage: Review recorded footage to investigate incidents and provide evidence for law enforcement or internal reports.

• Operating Equipment: Use control devices like joysticks or keyboards to adjust camera angles, zoom in on specific areas, and enhance image quality.

• Incident Reporting: Document and report any unusual or suspicious activities to security personnel or law enforcement agencies.

• Maintaining Equipment: Conduct regular checks and routine maintenance of CCTV equipment to ensure it is functioning correctly.

• Data Management: Ensure that all footage is recorded, stored, and handled in compliance with data protection laws.

• Collaboration: Work closely with other security staff, law enforcement, and emergency services to coordinate responses to incidents.

Certifications and Licenses

Driving Licence

January 2005 to Present

Category B, clean record

CompTIA Security+ Certification
January 2022 to March 2024

The CompTIA Security+ Certification is a globally recognized credential that validates the baseline skills necessary to perform core security functions and pursue an IT security career. Here's a brief overview:

OverviewCompTIA Security+ is designed for IT professionals with two years of experience in IT administration with a security focus, or equivalent training. It establishes the core knowledge required of any cybersecurity role and provides a springboard to intermediate-level cybersecurity jobs2.

Key Areas Covered • Threats, Attacks, and Vulnerabilities: Analyze indicators of compromise and determine types of malware or compare and contrast types of attacks.

• Identity and Access Management: Implement identity and access management controls or differentiate common account management practices.

• Technologies and Tools: Troubleshoot common security issues or deploy mobile devices securely.

• Risk Management: Explain the importance of policies, plans, and procedures related to organizational security.

• Architecture and Design: Summarize secure application development, deployment, cloud, and virtualization concepts

CCTV SIA
March 2016 to March 2023

• Access Control: Monitoring and controlling access to the premises, ensuring only authorized personnel and visitors are allowed entry.

• Patrols: Conducting regular patrols of the premises to detect and prevent any unauthorized activity or potential security breaches.

• Incident Response: Responding promptly to security incidents, alarms, and emergencies, following established protocols to mitigate risks and ensure the safety of everyone on-site.

• Customer Service: Providing excellent customer service by assisting visitors, answering inquiries, and maintaining a professional and approachable demeanour.

• Conflict Resolution: Managing and de-escalating conflicts or disturbances in a calm and professional manner, ensuring minimal disruption to the premises.

• Report Writing: Maintaining accurate and detailed logs of incidents, patrols, and any other relevant activities, ensuring proper documentation for future reference.

• Surveillance Monitoring: Continuously monitoring live and recorded footage from CCTV cameras to detect and report any suspicious activities, security breaches, or safety hazards.

• Incident Response: Responding promptly to observed incidents by notifying appropriate personnel, following established protocols to address and mitigate risks.

• Footage Review: Reviewing recorded footage as needed to investigate incidents, support investigations, and provide evidence for disciplinary or legal actions.

• System Maintenance: Performing routine checks and maintenance of CCTV systems to ensure optimal performance and immediate reporting of any technical issues or malfunctions.

• Collaboration: Working closely with security personnel, law enforcement, and management to coordinate responses to security incidents and provide valuable insights from surveillance data.

• Documentation: Maintaining accurate records of surveillance activities, incidents, and any system maintenance, ensuring proper documentation for future reference.

• Compliance: Ensuring adherence to all relevant laws, regulations, and company policies, particularly regarding privacy and data protection.

CompTIA FC0-U61: IT
June 2022 to November 2022

The CompTIA IT Fundamentals+ (ITF+) certification, exam code FC0-U61, is designed to provide a foundational understanding of basic IT knowledge and skills. It's an ideal starting point for individuals considering a career in IT or those looking to gain a broad understanding of IT concepts1.

Key Areas Covered: • IT Concepts and Terminology: Understanding fundamental IT concepts, notational systems, and computing basics.

• Infrastructure: Setting up and installing common peripheral devices, understanding internal computing components, and securing basic wireless networks.

• Applications and Software: Exploring the purpose of operating systems, software components, and application architecture.

• Software Development: Learning about programming language categories, logic, and programming concepts.

• Database Fundamentals: Understanding database concepts, structures, and methods used to interface with databases.

• Security: Addressing confidentiality, integrity, and availability concerns, as well as best practices for securing devices

CompTIA Network+
March 2022 to September 2022

The CompTIA Network+ certification validates the technical skills and knowledge required to design, manage, and troubleshoot both wired and wireless networks. It is an industry-recognized credential that confirms an individual's ability to work with networking technologies and provides a solid foundation for a career in IT networking.

Key Areas Covered:

• Networking Fundamentals: Understanding of network architecture, including devices, topologies, and network types.

• Network Infrastructure: Knowledge of network hardware, including routers, switches, and other networking devices, as well as cabling and network configuration.

• Network Operations: Skills related to network management, monitoring, and troubleshooting, including the use of network management tools and best practices.

• Network Security: Awareness of security principles and practices, including firewalls, access controls, and threat mitigation.

• Network Troubleshooting: Proficiency in diagnosing and resolving network-related issues, utilizing various troubleshooting tools and methodologies.

Benefits:

• The CompTIA Network+ certification is widely recognized by employers and is often a requirement for networking positions.

• Career Advancement: Earning this certification can open doors to various roles such as network administrator, network technician, and network engineer.

• Foundation for Further Certifications: It serves as a stepping stone for more advanced certifications, such as Cisco's CCNA or CompTIA's Security+.

CompTIA A+ 220-1001
March 2021 to May 2021

The CompTIA A+ 220-1001 exam measures the necessary skills for an entry-level IT professional. It covers a wide range of topics essential for supporting and troubleshooting computer systems1.

Key Areas Covered:

• Mobile Devices: Understanding the components, features, and troubleshooting of mobile devices.

• Networking: Basics of networking concepts, including network types, topologies, and troubleshooting.

• Hardware: Assembling, installing, configuring, and maintaining computer hardware.

• Virtualization and Cloud Computing: Fundamentals of virtualization technologies and cloud services.

• Hardware and Network Troubleshooting: Diagnosing and resolving hardware and network issues.

• Customer Support: Providing effective customer support and understanding the basics of customer service

Publications

GitHub super user

https://github.com/Adrian01C

February 2015

As a seasoned GitHub Super User, I have effectively managed and maintained an impressive portfolio of 87 repositories. Demonstrating a profound understanding of version control and collaborative development, I have utilized GitHub to spearhead various projects and initiatives. Additionally, I have successfully published 12 dynamic websites, showcasing my ability to take projects from conception through to deployment.

Key Highlights:

• Repository Management: Maintained and optimized 87 repositories, ensuring code quality, consistency, and documentation.

• Collaboration: Leveraged GitHub's features for collaborative coding, issue tracking, and project management to enhance team productivity and streamline workflows.

• Web Development: Published 12 fully functional websites, demonstrating expertise in web technologies, including HTML, CSS, JavaScript, and various frameworks.

• Version Control: Proficient in using Git for version control, including branching, merging, and resolving conflicts, to ensure seamless development and integration processes.

• Open Source Contribution: Actively contributed to open source projects, fostering community engagement and continuous learning.

• Code Review: Conducted thorough code reviews, provided constructive feedback, and adhered to best practices to maintain high standards of code quality.

• Here is my Website Resume: https://adrian01c.github.io/livecv1/