



PAVEL SEBASTIAN

Service Now Support Administrator - SCC

From Iasi

Contact details

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About me

Very responsible with power of conviction.

Effective communication skills, team spirit and dynamism.

Bilateral and multiple communication skills, rapid adaptability, personal and team accountability, self-control, demanding, motor and mental coordination, analysis, synthesis and breakdown.

Analytical potentially synthesis, rapidly and fundamentally able to issue a decision.

Professional experience

Experience by departments

IT Software : **2 years and 4 months**

Jan 2022 - present

1 month

Service Now Support Administrator - SCC

Iasi | IT Software | IT / Telecom

Administrating ServiceNow platform for multiple clients.

Acquired skills and knowledge:

servicenow

Oct 2021 - Jan 2022

4 months

Backup Team Leader - Capgemini

Iasi | IT Software | IT / Telecom

Managing the team and the relation with the client when the team manager is off or when a second person is needed.

Managing the core of the team by keeping everybody motivated.

Making reports to measure KPI in order to be in the SLA.

Acquired skills and knowledge:

SAP, Project management, Team leadership, crm customer relationship management

Mar 2021 - Jan 2022

11 months

Change And Release Manager - Capgemini

Iasi | IT Software | IT / Telecom

Acquired skills and knowledge:

ITIL, Change management, service now

Jul 2020 - Jan 2022

1 year and 7 months

Backup Problem Management - Capgemini

Iasi | IT Software | IT / Telecom

Backup for the Problem manager when needed.

Creating problem tickets, analyzing the issue and finding the root cause with the teams assigned to.

Creating reports to track the tickets.

Acquired skills and knowledge:

Microsoft Office, microsoft excel, microsoft outlook, issue tracking, snow, root cause analysis, ability to prioritize issues

Mar 2021 - Jul 2021

5 months

Senior Analyst - Capgemini

Iasi | IT Software | IT / Telecom

Windows/Linux

Oct 2019 - Mar 2021

1 year and 6 months

Service Desk Agent - CapGemini

Iasi | IT Software | IT / Telecom

Managing AD, SAP, SAP FSM, SAP B1 account through Active Directory, Microsoft Azure and Windows Servers.

Working with O365 applications and with the Exchange server creating and managing mailboxes.

Troubleshooting and finding solution for the issue and for the root cause within the SLA.

Acquired skills and knowledge:

SAP, Active directory, Windows Server, Microsoft Exchange, microsoft office package, Microsoft Intune

Education

2014 - 2018

High School / Vocational school - Colegiul Vasile Lovinescu

Mathematics and Computer Science | Falticeni

Skills

General skills

HTML5/CSS3, Microsoft Office, Microsoft Exchange, Active directory, SAP, ability to concentrate, Computer skills and competencies, GitHub, GIT, Web development, Python (Beginner), JavaScript (beginner), Service now(Advanced), VMware, virtual box, Linux, virtual machines, React JS(beginner)

Foreign languages

english - Advanced, french - Advanced, spanish - Advanced

Other info

Qualifications

Data processing including support services.

acquired on May 2018

Website management and management of OS.

acquired on May 2018

Certifications

Technical Support Fundamentals by Google

acquired on Jan 2021

- understand how the binary system works
- assemble a computer from scratch
- choose and install an operating system on a computer
- understand what the Internet is, how it works, and the impact it has in the modern world
- learn how applications are created and how they work under the hood of a computer
- utilise common problem-solving methodologies and soft skills in an Information Technology setting

Skills obtained in this course:

- Binary Code
- Customer Support
- Linux
- Troubleshooting

<https://www.coursera.org/account/accomplishments/certificate/CSVDJE6K4W57>

ITIL

acquired on Oct 2021

ITIL 4 Foundation

Driving license

Category : B / attained: 10 Oct 2013