

Contactați

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Aptitudini principale

TeamLead
Project Implementation
DevOps

Languages

English
Romanian (Native or Bilingual)

Certifications

IT Information Library Foundations
Certification (ITIL)
Complete Python Bootcamp: From
Zero to Hero in Python

Gabriel Dinu

L2 Support Engineer Team Lead | ITIL, Linux
București, România

Rezumat

Experienced IT Professional with extensive expertise in Linux and Windows environments. Skilled in SQL Server, Jira, MS CRM, SAP, SNOW, and WSUS. ITIL Certified, demonstrating proficiency in IT service management best practices.

Experiență

Romanian Business Consult

12 ani 4 luni

L2 Software Support Engineer Team Lead

decembrie 2019 - Present (6 ani 9 luni)

Bucharest, Romania

- Led a team responsible for implementing and supporting retail solutions for Delhaize in Romania.
- Conduct root cause analysis and coordinate with the L2 team, handling all communication related to assigned customer accounts.
- Manage client implementations to ensure the successful deployment of new solutions such as Self-Checkout systems (SCO), backend monitoring tools, POS systems, and new peripherals.
- Coordinate issues internally and with outsourced partners or service providers. Review and validate Functional Specification Documents (FSD), Change Requests (CR), and Business Requirements Documents (BRD) through Jira.
- Develop, adapt, and maintain custom scripts for rollouts and deployments. Create and test rollout/rollback procedures to ensure minimal disruption and prevent prolonged downtime.
- Automate tasks and increase system efficiency by creating scripts for the team.
- Manage and monitor all installed systems and infrastructure. Install, configure, test, and maintain operating systems, application software, and system management tools.

- Participate in the design of information and operational support systems. Set up weekly and monthly calls with developers and clients to maintain timelines and gather feedback.
- Maintain strong SLAs with clients by opening tickets with developers to fix issues, proactively resolving problems when possible, and providing clear resolutions.
- Test new hardware and homologate fiscal solutions with local fiscal authorities.
- Handle emergency CSR on a 24/7 service level, providing on-call support as needed.
- Implement workarounds to limit customer downtime, and follow up to ensure the implementation of permanent solutions.
- Provide 2nd level support, troubleshooting level 2 incidents. Liaise with vendors (Diebold Nixdorf and NCR) and other IT personnel to resolve problems.
- Multitask and prioritize various tasks effectively.

System Support Engineer Level 2

mai 2015 - decembrie 2019 (4 ani 8 luni)

Bucharest, Romania

- Responsible for implementing software solutions in various retail environments.
- Develop and maintain procedures for various operations as requested by the client.
- Maintain regular contact with software developers (both national and international) to provide feedback from clients.
- Provide level 2 support for software solutions and escalate level 3 issues to the software vendor or hardware faults to the On-Site Service department.
- Offer consulting services and advise on solution implementation and rollout methods to achieve the client's objectives without affecting production.
- Provide training for personnel on application usage and offer assistance as needed.
- Review trouble tickets through MS CRM platform.
- Create documentation for level 1 support (HelpDesk).

IT Technical Support Level 1

mai 2014 - mai 2015 (1 an 1 lună)

Bucharest, Romania

- Diagnosed hardware and software faults and resolved technical problems.
- Owned and resolved issues while managing customer expectations.
- Maintained up-to-date knowledge of relevant technologies as assigned.

- Resolved tickets using a CRM platform.
- Assigned new issues with documentation to Level 2 Support.

BCR

Back Office Administrator

martie 2013 - mai 2014 (1 an 3 luni)

Bucharest, Romania

- Checked and processed requests received through dedicated applications (BPS/Deal Ticket/USD) from corporate and retail entities, including updating information for corporate customers, micro-entities, authorized persons, and individuals.
- Received and reviewed legal documents related to opening or modifying client accounts and other passive operations under management.
- Verified and validated the rights of authorized account representatives for corporate and micro-entity clients based on documents received from corporate and retail branches.
- Performed operations management and archived documents in accordance with established procedures.
- Oversaw and tested the implementation of a new IT software application

Roexpo Media

Web Content Administrator

august 2009 - august 2011 (2 ani 1 lună)

web maintenance, data-entry, webdesign, SEO,- PART-TIME

Studii

Dimitrie Cantemir University

Bachelor's Degree, International Economic Relations · (2009 - 2012)