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I have 9+ years of experience in IT, working almost exclusively with French / Swiss enterprise grade customers. Helped them achieve their migrations, secure the infrastructure, or implement changes to either their cloud or on-premises services or servers. Experienced with several Microsoft technologies.

Skills

- Exchange Servers and Exchange Online
- Microsoft Intune / Endpoint Manager
- Identities
- Microsoft Azure
- Active Directory
- AADConnect
- PowerShell
- O365
- Licensing
- Security
- Windows Server

Experience

SEP 2014 – IAN 2020

Support Engineer / Microsoft, Bucharest

I engaged with French speaking customers daily. My goal was to help them solve their problems, implement new functionalities, or educate them on certain features. I gained during this time proficient skills on Microsoft Exchange (2007, 2010, 2013, 2016, 2019), Active Directory, Windows Server(2008, 2012, 2016), Exchange Online, O365, Outlook, Azure AD, Azure and other Microsoft products.

Technical support might not sound as something very interesting, but the clients we had were some of the biggest clients possible, with infrastructures that were run by huge IT departments. When e-mail doesn't work for several thousand users, I can guarantee that things can get heated. When not critical, the issues were very deep and would need several weeks of investigations, reading, to be able to troubleshoot and resolve the average request.

Beside my regular Support Engineer tasks, I always got involved in other projects or organized the team's shifts / coverage. I also mentored 3 new hires and later started a short technical workshop, helping my colleagues deploy an Exchange Hybrid environment hosted in Azure.

IAN 2020 – PRESENT

M365 Consultant / BocoPrimeIT, Bucharest

In the last 2,5-3 yrs I had plenty of projects, consulting, or L3 support scenarios on the following topics:

- Exchange on premises & online + security around it= DMARC, DKIM, SPF, Antispam, Antiphish, Safelinks, quarantine policies and configurations.
- Active Directory & ADConnect: installation, update, configuration etc. & Azure identities, new domain integrations.
- Fully planned, estimated effort(days), managed projects, and executed full migrations from On Prem Identities & Exchange to O365 for a couple of mid-sized customers.
- Licensing: different license types, groups, dynamic licensing groups
- Azure Identities and security: users, groups, guests, MFA, conditional access policies, SSPR, Admin Roles, PIM implementation
- Teams telephony: assigning numbers, policies.
- Intune / Endpoint manager: device enrollment, app deployment, policies, configuration and compliance profiles, security baseline, defender for endpoint, Windows autopilot, Windows updates, script deployments, Windows Hello etc.
- O365 Pureview: DLP and AIP/MIP implementations and troubleshooting. Search/e-Discovery and compliance retention configuration.
- Several other various projects on implementing and servicing: Azure Virtual Desktop, Logic Apps, custom solutions based on small PowerShell scripts (some of which I wrote, or I helped write), running in Automation accounts etc.
- Defender for cloud (Azure): implementation of policies to help increase the security score and overall security in the tenant.
- Documentation and user guides provided to all my clients for any project, proposal, implementation, configuration, or change I brought to an environment.

In addition to the above technical and project experience, I have in the past year received 2 full time newcomers as my mentees, to which I delegate non-critical tasks to, and which I help grow in our organization. I am the interface between them and the client, or them and our CEO. I am also their point of reference for help, when they encounter technical difficulties, or need clearing up the direction on their tasks. I always help them with readiness/training/knowledge transfer needs as well. I am somewhat responsible for giving them things to do, tasks, and for their success/progress.

The clients that I work with, are enterprise grade clients from Switzerland and France, which have a ranging number of users from 130-1200. Their activity sectors are Sports, Finance (fintech&crypto), Media. I had 2 successful on-site experiences with 2 of them, one in Lausanne and another in Zurich.

Education

OCT 2011 – JUL 2014

Bachelor's degree / Faculty of Cybernetics and Economics ASE, Bucharest

The faculty of Cybernetics has a strong focus on programming / IT and Business & Economics on the other side. The programming classes are aimed at gaining basic skills with C, C++, C#, SQL, PL SQL, Html, CSS, JavaScript whilst the economics side teaches students about Macroeconomics, Microeconomics, Management, Accountancy, Mathematics etc.

OCT 2016 – JUN 2018

Master's degree / Business Analysis and Enterprise Performance Control (AACPI ASE), Bucharest

This degree builds on the previous 3 years of bachelor in Cybernetics, focusing more on business analysis with a more practical approach in the sense that every subject studied had a required project which was close to real world scenarios. (i.e Risk Analysis for the biggest dairy company from Romania)

Certifications

- ECDL (European Computer Driver's License 2010)
- Cambridge Advanced English Certification, Cambridge (2011)
- 70-662 Microsoft Exchange Server 2010, Configuring Certification, PearsonVue (2015)
- 70-533 Implementing Microsoft Azure Infrastructure Solutions, PearsonVue (2016)
- 70-346: Managing Office 365 Identities and Requirements, PearsonVue (2019)
- MS-100 Microsoft 365 Identity and Services (2019)
- MS-101 Microsoft 365 Mobility and Security (2020)
- MTA: Networking Fundamentals Certified (2020)
- 70-345: Designing and Deploying Microsoft Exchange Server 2016 (2020)
- Microsoft Certified: Azure Fundamentals (2020)
- MS-500 Microsoft 365 Certified: Security Administrator Associate
- Microsoft 365 Certified: Enterprise Administrator Expert (Feb 2020-Feb2022)
- Microsoft Certified: Azure Security Engineer Associate (Nov 2021 – Nov 2022)

Language Skills & Other info

- Romanian – Native
- English – C2
- French – C2

- Nationality – Romanian (EU)
- Driver's license – A, B
- Age – 30
- Willing to relocate – Yes, for the right offer.

Passions, Hobbies, and some words about me

In my spare time, I like to travel, and I also like to drive either the car, or the motorcycle. I am your average art enjoyer which never misses events that are about contemporary/modern art, that I often capture in my Instagram photos. I like video editing and have made a hobby out of documenting my trips. During my childhood and teenage years, I was very into music. I sang, played the piano and the guitar. Later replaced them with the previously mentioned artistic endeavors.

Although I might not be living the healthiest life, I like going to the gym very much, it clears the mind, restores energy, and makes the body be at its best. For the past 3-4 years now, I am very interested in financial education and investing, chasing the dream of financial independence, if possible.

I fit the introvert category, very non-conflictual and laid back. I prefer a more relaxed setting as opposed to rigorous/strict ones. Face to face public speaking events are not necessarily my vibe, as they trigger my social anxiety, but if they're online I tend to do very well with them. I can sometimes be a workaholic which is not doing me good, so I am looking for a place where the end of the working day is respected and enforced.