Mirzac Nicolae

IT SUPPORT ENGINEER

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PROFILE SUMMARY

Hardworking, passionate IT support professional with 7+ years of hands-on experience providing IT support for multiple clients. I possess strong problem-solving skills and a dedication to meeting SLA goals by delivering effective solutions promptly. Proficient in diagnosing hardware and software issues to maintain seamless IT operations. Prioritize exceptional customer service and aim to build lasting client relationships.

SKILLS

PROFESSIONAL SKILLS Computer Architecture | Hardware & Software Installation / Configuration / Troubleshooting / Deployment | Remote Connection & Virtual Machines | Troubleshooting | Package & Software Management | Computer Networking | Systems Administration | Customer Service Decision Making | Process Improvement

TECHNICAL SKILLS Intune | Azure AD | Active Directory & Group Policy | GIT & Version Control | SCCM | Windows / Mac / Linux | Office 365 | ServiceNow | MBAM | VMWare | RDP | JavaScript | HTML5 | CSS3 | Firebase | Firestore | REST & GraphQL APIs | PWA | Git | Cloudflare Pages | AI-assisted development (Claude Code)

WORK EXPERIENCE

TIER 2 APPLICATION SUPPORT ENGINEER PwC / Insight Global |Remote | Apr 2024 - Present

- Resolved 1,500+ escalated tickets across two applications, with SLA compliance.
- Highest ticket volume on the team, closed over 700+ tickets on Equus and 800+ on Feedback Exchange.
- Managed incidents and requests end-to-end in ServiceNow and Jira.
- Investigated data issues in Workday, PMDM and PartyFinder.
- Investigated issues using Datadog logs and monitoring to find root causes.
- Used internal development and integration tools to trace and fix data flow issues between systems.
- Analyzed data and config files with Excel and Notepad++.
- Escalated bugs to development with clear repro steps, logs and impact.

DESKSIDE SUPPORT ENGINEER LEVEL 2 Auxilion / Bank of Ireland | Dublin, Ireland | Sep 2022 – Apr 2024

- Handled the deployment, monitoring, maintenance, upgrade, and support of all IT systems, including telecommunications, email, PCs, operating systems, hardware, software, mobile devices, peripherals, and office equipment.
- Proficient in Active Directory, Intune, Azure AD, Remote Desktop Protocol (RDP), Office 365, VMWare, CMD / PowerShell and ServiceNow.
- Effectively utilized SCCM's features for streamlined software deployment, OS Deployment, asset tracking, system updates, and remote desktop support within the enterprise environment.
- Support in networking (HTTP, DNS, DHCP, TCP, IP), printing issue troubleshooting, BitLocker, SCCM and other internal IT tools.
- Installed, configured, and troubleshot hardware, software, and network-related issues.
- Provided technical assistance to customers over the phone and in person.
- Managed user accounts and application access.
- Provided remote technical assistance to customers.

DESIGN TECHNICIAN IN CIVIL AVIATION Sonovision / Lufthansa | Iasi, Romania | Jul 2021 – Sep 2022

- Technical Documentation in Civil Aviation.
- Crafted clear and precise documentation for complex aviation systems.
- Collaborated with experts and across teams to make intricate aviation concepts understandable, while ensuring accurate and relevant documentation.
- Organized information logically for diverse audiences.

TECHNICAL SUPPORT LEVEL 1 Moldcell | Chisinau, Moldova | Feb 2020 – Feb 2021

- Provided prompt and professional end-user support in person and remotely.
- Installed, configured, and upgraded hardware, software, and peripherals.
- Resolved issues with operating systems, applications, networks, and hardware failures.
- Educated users on IT troubleshooting and best practices.
- Maintained detailed documentation of support activities.
- Collaborated with higher support tiers to escalate complex issues.

IT SUPPORT LEVEL 1 / ENGINEER ASSISTANT MIOL Service | Chisinau, Moldova | May 2017 – May 2019

- Offered direct technical assistance to end-users, addressing hardware, software, and network issues promptly.
- Contributed to system setup, and maintenance, and offered clear guidance for issue resolution.
- Maintained documentation and a knowledge base for consistent and effective support delivery.
- Contributed to engineering projects through meticulous research, data analysis, and project coordination.
- Collaborated effectively across teams, ensuring seamless communication and progress.

PROJECTS

MOVIE NIGHTS – PERSONAL WEB APP movienights.pages.dev | Sep 2026 – Present

- Designed, built and deployed a 25-page movie, TV and anime tracker in vanilla JavaScript, HTML5 and CSS3.
- Added Google sign-in and cloud sync with Firebase Auth and Firestore, secured by rules and an allowlist.
- Integrated 10+ REST and GraphQL APIs (TMDB, OMDb, AniList, TVMaze, Wikidata) for ratings and streaming data.
- Made it an installable Progressive Web App with a service worker for offline use on desktop and mobile.
- Built personalized recommendations: a “Match %” score learned from user ratings and a mood-based picker.
- Added data features: stats and charts, an animated year-in-review, IMDb/Letterbox import and a tier list.
- Built an admin control center to manage site settings, content and API keys without editing code.
- Used Git and GitHub for version control, with continuous deployment to Cloudflare Pages.
- Tested every release on desktop and mobile, fixing user-reported issues; shipped 450+ commits in a month.

EDUCATION

MASTER’S DEGREE IN MICROMECHANICAL SYSTEMS 2022 – 2023
Gheorghe Asachi Technical University of Iasi, Romania

BACHELOR’S DEGREE IN MACHINE CONSTRUCTION AND INDUSTRIAL MANAGEMENT 2018 – 2022
Gheorghe Asachi Technical University of Iasi, Romania

PROFESSIONAL DEVELOPMENT

GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE 2024
Google / Coursera / Online

- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems and You: Become a Power User
- System Administration and Infrastructure Services
- IT Security: Defense Against the Dark Arts

IT SUPPORT TECHNICAL SKILLS BOOTCAMP 2023
Jobskillshare / Udemy / Online

- Domain Controller / Virtualization VMware ESXi / Server and Server Tools / Active Directory and Group Policy
- Inventory, Asset Management Systems / Software Installation and software deployment / Office 365
- Administration / Azure Management / Ticketing Systems / CMD /PowerShell

THE COMPLETE 2023 WEB DEVELOPMENT BOOTCAMP 2023
App Brewery/ Udemy / Online

- Enrolled in an extensive Web Development Bootcamp on Udemy, advancing skills in front-end and back-end web development. Gaining expertise in HTML, CSS, JavaScript, React, Angular, and essential concepts like version control (Git), databases, APIs, and deployment strategies. Acquiring hands-on experience in building web applications, enhancing proficiency in full-stack development for future projects and career opportunities.
- HTML 5 / CSS 3 / Flexbox / Grid / Bootstrap 5 / JavaScript ES6 / React / Angular / jQuery / GitHub / Databases / SQL