Marius Serbanica

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A highly motivated and technically-savvy IT professional with a passion for technology and a strong desire to learn. Obsessed tech enthusiast with an impressive home lab. Plagued with the overwhelming urge to tinker, figure things out, and build enterprise-level infrastructures.

I am committed to staying up-to-date with the latest technologies and best practices in the IT industry.
With hands-on experience in both Linux and Windows server administration, virtualization, and deployment, I have a proven track record of delivering results and solving complex problems.

With more than 13 years in the technical work field, I am eager to take on new challenges and continue to grow my skills and knowledge in the IT field.

PROFESSIONAL EXPERIENCE

IT Technician   **London, UK**
Bloomberg   *Feb 2019–Present*

Throughout my time in the company, I was moved through various departments and managed to learn every role that was needed. This has made me a very important and versatile member of the team. I am proud of my ability to adapt and learn quickly, and I believe that my diverse experience has helped me to better understand the company as a whole. I have enjoyed the challenge of taking on new responsibilities and have always been eager to learn more.
As an IT Technician, I specialize in providing technical support for a wide range of devices and equipment. My responsibilities include:

- Imaging new & internal PCs and laptops, MacBooks.
- Training new employees.
- Data destruction, removing/wiping HDDs & SSDs from PCs, laptops, MacBooks, Routers & Servers (Cisco & Juniper) via BLANCCO, and following chain of custody procedures.
- Dealing with conference equipment (audio/video).
- Resource planning: Moving and managing equipment stocks using SAP.
- Bloomberg Terminal operations (Internal ticketing system [SDSK])
- Repairing Bloomberg Keyboards, B-Units, Screens, PCs, laptops, and MacBooks.

Progression
Nov 2021-Present (Production Assistant)
Jan 2021-Nov 2021 (Bloomberg Conferences)
Apr 2019-Jan 2021 (B-Unit Specialist)
Feb 2019-Apr 2019 (Keyboards Team)

IT Support / Sales Rep   **Bucharest, Romania**
JeepMANIA.ro   *Feb 2014–Jan 2019*

- Processing client orders through the website interface. (E-mail and/or phone confirmation with the client almost every time)
- Identify the ordered products and prepare them for shipping.
- Adding new products to our website. (Particularly automotive and auto parts, tuning and such)
- Creating graphics for promotional use via Photoshop.
- Technical support for the office infrastructure and network, computers/laptops, printers, servers, and anything that needed attention from a technical point of view. (i.e. Hardware issues)

JeepMANIA would expand and would open two more branches, Scule-Expert.ro, and Proiectoare-LED.ro, each website focused on different products. I would be appointed on both teams where I would have to provide my technical skills and support but I would also have to assist the sales teams for each brand. During this time, I would also work as a Sales Manager for Proiectoare-LED.ro

Sales Manager (2016-2019)

Proiectoare-LED.ro

This would include: Keeping track of the stock, creating graphics for promotional use (via photoshop), Creating promotional videos (via Sony Vegas), Processing client orders through the website interface. (E-mail and/or phone confirmation with the client almost every time), Identifying the order products and preparing them to be shipped. Adding products on alternative marketplace sites like OKazii.ro or OLX.ro, Attending and setting up exhibition stands for our products through events like SAM or SAMB held at expos, Customer Support.

Progression
Mar 2016-Jan 2019 (Sales Manager for Proiectoare-LED.ro)
Mar 2016-Jan 2019 (Sales Assistant for JeepMania)
Feb 2014-Mar 2016 (IT Support for the entire office, including the other branches)

IT Support / Network Technician / Product Manager   **Bucharest, Romania**
WorldNET   *Feb 2008–Jan 2014*

As a Network Technician for WorldNET ISP, I was responsible for installing and maintaining internet and networking infrastructure for residential and commercial customers. I was an expert in troubleshooting and resolving network issues while providing exceptional customer service.

My key responsibilities included:

- Installing and configuring networking equipment such as routers, switches, and modems
- Providing on-site support to customers for internet and networking issues
- Troubleshooting and resolving technical issues related to internet connectivity and network performance
- Configuring and maintaining wireless networks
- Collaborating with other technicians and engineers to improve network infrastructure and services
- Communicating with customers to provide status updates and educate them on network troubleshooting
- Ensuring compliance with industry standards and best practices for network security
- I am proud to have successfully installed and provided Internet services to hundreds of customers resulting in high satisfaction and retention. My technical expertise and customer-focused approach allowed me to be a valuable asset to the team

Product manager for the division with a license for INTERLINE WIRELESS Equipment, Romania.
My key responsibilities included:

- Conducting market research and identifying customer needs to inform product development

- Managing the entire product life cycle from concept to end-of-life
- Collaborating with the design team to ensure product development meets requirements and timelines
- Analysing product performance and making data-driven decisions to improve product offerings
- Developing and maintaining relationships with customers and vendors

Progression

Nov 2013-Jan 2014 (Product Manager)

Jan 2011-Nov 2013 (IT Support)

Feb 2008-Jan 2011 (Network Technician)

Nicolae Titulescu University   **Bucharest, Romania**
Public Administration   *Jun 2011*

Jacques M. Elias Technology College   **Bacau, Romania**
                                                                              May 2007

SKILLS

OS (Ubuntu, Debian, Windows), VM(Proxmox), TCP/IP, Computer Maintenance, Networking, Wireless Tech, Customer Service, Computer Hardware, Technical Support, virtualization, software deployment.

Hands-On experience with: Proxmox, TrueNAS, Wireguard, Docker, Docker-Compose, Portainer, Raspbian, PI-hole, NextCloud, nginx.