Alin Florin Popescu

Senior System Administrator

Milan, Italy
📱 +39 3394520139
✉ info@popescualin.me
🌐 popescualin.me
in popescu-alin

Personal Information

Date of Birth	17/11/1994
Nationality	Romanian
Gender	Male

Professional Summary

Experienced Senior System Administrator with a strong background in managing and leading IT support services. Proven track record in providing exceptional IT support, managing IT infrastructure, and leading teams to ensure seamless IT operations. Skilled in incident management, problem-solving, and implementing best practices to enhance service delivery and operational efficiency.

Work Experience

06/2024 – Present

Senior System Administrator, *Deloitte*, Milan, Italy
Company site: `https://www.deloitte.com/`
Following my promotion, my responsibilities expanded to include:

- Provided leadership and direction within the IT infrastructure team, setting targets and goals for improvement.
- Communicated with clients regularly to ensure their satisfaction with IT services and support.
- Conducted comprehensive reviews of clients' existing IT infrastructure to identify opportunities for cost reduction and resource optimization.
- Developed and presented detailed reports and recommendations to clients, outlining potential improvements and cost-saving measures.
- Collaborated with clients to implement recommended changes, ensuring a smooth transition and minimal disruption to their operations.
- Provided ongoing support and follow-up to monitor the effectiveness of implemented changes and to address any emerging issues.
- Mentored new team members, providing comprehensive training on company processes, tools, and best practices.
- Scheduled and coordinated activities for new team members, with approval from management, to align with project timelines and business objectives.
- Monitored progress and provided ongoing support and guidance to new resources, addressing any challenges they encountered.
- Fostered a collaborative and supportive team environment, encouraging continuous learning and development.
- Acted as a point of contact for new hires, facilitating their integration into the team and ensuring they have the resources needed to succeed.
- Conducted technical interviews to assess candidates' knowledge and suitability for the role.

03/2022 – **System Administrator**, *Deloitte*, Milan, Italy
06/2024 Company site: `https://www.deloitte.com/`
Managed and maintained the infrastructure of Deloitte Italy and client companies. Key responsibilities included:
- ○ Resolved incidents, implemented changes, and completed tasks within SLA guidelines.
- ○ IT infrastructure monitoring on Cloud and On-Prem with Zabbix.
- ○ Performed cloud cost analysis and proposed optimizations to clients.
- ○ Designed, implemented, and managed a multi-platform virtualized infrastructure.
- ○ Managed domain services, including Active Directory, DNS, DHCP, GPO, shared folders, and patching.
- ○ Administered and secured Citrix Cloud environments.
- ○ Documented IT infrastructure, processes, and procedures.

01/2022 – **Help Desk Specialist**, *VeePee*, Milan, Italy
03/2022 Company site: `https://www.veepee.it/`
Provided IT support to VeePee's Italian office in collaboration with external contractors. Key responsibilities included:
- ○ Resolved incidents, implemented changes, and completed tasks within SLA guidelines.
- ○ User, computer, server, mobile device, permission, and email management using various tools.
- ○ Configuration and management of computers, inventory maintenance, and basic user training.
- ○ Contracts and vendor management related to ISPs, printers, telephony systems, and consultants.

02/2019 – **ICT System Administrator**, *E.TEREA*, Milan, Italy
02/2020 Company site: `https://www.terea.it/`
Provided help desk and systems support to client companies and their employees. Key responsibilities included:
- ○ Resolved incidents, implemented changes, and completed tasks within SLA guidelines.
- ○ Monitoring tool installation (Zabbix, Nagios, GLPI) on Cloud and On-Prem.
- ○ Creation, management, and configuration of virtual machines (Windows and Linux) in various environments.
- ○ VEEAM installation and configuration for backup/restore.
- ○ Users' permissions, GPO, and mail management.
- ○ Sophos Enterprise Antivirus installation, configuration, and management.
- ○ Documented IT infrastructure, processes, and procedures.

10/2016 – **Freelancer**, *Beckman Coulter SRL*, Cassina de' Pecchi, Italy
02/2019 Company site: `https://www.beckmancoulter.com/`
Provided IT assistance to Beckman Coulter's Italian office in collaboration with the IT Manager and corporate teams. Key responsibilities included:
- ○ Incident, change, and task resolution at second and third levels with adherence to SLAs, ensuring timely resolution and customer satisfaction.
- ○ Managed local servers, network, and security in collaboration with level 2 support in other countries, demonstrating strong coordination and problem-solving skills in a multinational environment.
- ○ Oversaw user permissions, groups, and GPO management, showcasing detailed knowledge of user access control and security policies.
- ○ Handled computer, VoIP, and mobile device inventory, configuration, and provided basic user training, maintaining comprehensive documentation and user support.
- ○ Managed Veeam backup and restore processes, ensuring data integrity and disaster recovery preparedness.
- ○ Led change management initiatives for IT upgrades, including user communication, training, and post-implementation support to ensure smooth transitions.

Certifications

12/2023 **ITIL 4 Foundation IT Service Management Certification**, *Axelos*, Certification Link

12/2023 **OpenSM Foundation**, *APMG International*, Certification Link

12/2023 **Google Project Management: Professional Certificate**, *Coursera*, Certification Link

09/2023 **Microsoft Certified: Security, Compliance, and Identity Fundamentals**, *Microsoft*, Certification Link

06/2023 **Microsoft Certified: Azure Fundamentals**, *Microsoft*, Certification Link

09/2021 **Google IT Support Professional Certificate**, *Coursera*, Certification Link

Languages

Italian   Native

Romanian   Native

English   Fluent

Education

08/2011 – **Diploma in Computer Science and Telecommunications**, *I.T.I.S. Guglielmo Marconi*, Gor-
07/2016 gonzola, Italy

https://www.marconigorgonzola.edu.it