

ALEX DRAGOMIR

INFRASTRUCTURE SERVICE ENGINEER

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OBJECTIVE

Experienced IT professional with a solid background in providing infrastructure support and service management. Adept at applying ITIL best practices to deliver efficient IT services and support digitally-enabled products. Certified in ITIL 4 (Strategist and Specialist), with strong skills in aligning team objectives to organizational strategies. Looking for consulting opportunities to leverage my technical expertise and contribute to business success.

EXPERIENCE

March 2023 – Present

Bekaert – Infrastructure Service Engineer

- Serve as 2nd and 3rd line support for IT issues, managing license administration and key performance indicators (KPIs) to meet SLAs
- Provide technical leadership, taking ownership of infrastructure challenges and guiding project implementations
- Support infrastructure hardware and software, troubleshooting devices such as laptops, tablets, mobile phones, and printers
- Collaborate with infrastructure partners to deliver efficient IT services

June 2021 – March 2023

Littlefish – Service Desk Engineer

- Provided 1st and 2nd line support via phone, email, and live chat, ensuring timely resolution of IT issues for clients
- Monitored and prioritized IT incidents to ensure alignment with SLA targets
- Assisted with IT projects as directed by the Service Management team

February 2021 – June 2021

Keepmoat Homes – IT Service Desk Technician

- Delivered 1st and 2nd line IT support to business users, maintaining high levels of customer satisfaction
- Installed and configured desktops, laptops, and peripheral devices, ensuring compliance with company policies
- Acted as an escalation point for junior team members, mentoring them on technical issues

EDUCATION

Bachelor's Degree in Computer Science

"Lower Danube" University, Galați, Romania

October 2006 – July 2011

Diploma of Higher Education in Computer Science

"Mihail Kogălniceanu" College, Galați, Romania

October 2001 – July 2005

CERTIFICATES

- Microsoft 365 Certified: Enterprise Administrator Expert
- ITIL 4 Specialist: Create, Deliver, and Support
- ITIL 4 Strategist: Direct, Plan, and Improve
- Lean Six Sigma – Yellow Belt
- ITIL v4 Fundamentals
- AZ-900 Fundamentals
- MS-900 Fundamentals
- AI-900 FUNDAMENTALS
- CompTIA A+ce

December 2018 – February 2021

Polypipe PLC – IT Service Desk Analyst

- Managed IT equipment installation and support across multiple sites, adhering to Group IS policy
- Troubleshoot and resolved user issues with a focus on root cause analysis
- Collaborated with external vendors to ensure timely solutions

February 2017 – December 2018

Nisa Retail/Coop – IT Helpdesk 1st Line Lead

- Promoted to Senior 1st Line Lead in August 2018
- Logged and resolved user issues through troubleshooting and SOP adherence
- Provided detailed documentation and knowledge base articles to improve service desk operations

March 2013 – May 2016

Romania – IT Support and Network Administrator

- Provided IT support to faculty, staff, and students, managing both hardware and software needs
- Managed IT systems during national exams, demonstrating strong organizational skills

KEY SKILLS

- Strong customer-focused attitude and excellent communication skills
- Proven ability to resolve issues methodically and efficiently
- Strong organizational, prioritization, and time management capabilities
- Self-motivated with excellent problem-solving skills
- Ability to work independently and within a team
- Experience with a wide range of technologies including Windows, Microsoft 365, Azure, and Active Directory
- Familiar with remote support tools like Coreview, Zoho Assist, and TeamViewer
- Full UK Driving License

REFERENCES

[Available upon request.]

LANGUAGES

- Romanian – Native
- English – Fluent
- French – Beginner

HOBBIES

- Fishing
- Outdoor activities
- Cycling