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# QA engineer / IT Project manager

## About me

looking for a QA / PM role

## Work experience

### Software Analyst · Katoen Natie

*June 2019 - Present · 5 years 9 months*

#### Responsibilities

#### 1) System Support and Issue Resolution:

- Actively troubleshoot and resolve issues reported by warehouse personnel related to the Warehouse Management System (WMS) and other integrated applications, such as RF Android and Styra.
- Prioritize and resolve process-blocking incidents promptly to minimize downtime.
- Coordinate with developers for database changes and perform authorized updates directly in the WMS.

#### 2) Incident Management:

- Analyze, reproduce, and document non-blocking issues for the development team using Microsoft Azure.
- Prepare detailed incident reports and scenarios to facilitate efficient problem resolution.

#### 3) Knowledge Base Development:

- Create and maintain knowledge articles for recurring issues to support team members and onboard new hires effectively.
- Monitor and analyze the frequency of recurring issues to identify trends.

#### 4) Collaboration and Communication:

- Serve as a liaison between the warehouse operations team and developers, ensuring clear and efficient communication.
- Participate in HyperCare and knowledge transfer meetings, acquiring in-depth understanding of new WMS setups.
- Provide structured feedback and insights to improve processes.

#### 5) Process Optimization and Reporting:

- Generate monthly reports to track recurring issues, highlight trends, and propose proactive solutions.
- Analyze work volumes and tasks to ensure higher productivity within an optimized work schedule.

👤 32 years

♂ Male

📍 Chişinău

in

## TOP Skills

- **Helpdesk** · 5 years
- **Analytical problem solving** · 5 years
- **Data driven Issue analysis** · 5 years
- **Knowledge Management** · 5 years
- **Process improvement & Documentation** · 5 years
- **Banking** · 1 year

## Preferences

- Full-time
- Hybrid

## Languages

- **Romanian** · Communication
- **Russian** · Fluent
- **English** · Communication

6) Customer Service Excellence:

- Deliver clear and professional communication when resolving incidents, focusing on user-friendly solutions.
- Provide weekend support on a rotational basis, addressing urgent issues to maintain system functionality.

Skills: Analytical problem solving, Process improvement & Documentation, Knowledge Management, Data driven Issue analysis, Helpdesk

**Customer support manager** · UPC Media

*August 2018 - November 2018 · 4 months*

Skills: Customer support

**Sales Manager** · INXY Ltd

*December 2017 - June 2018 · 7 months*

Skills: IT sales (dedicated servers )

**Personal adviser** · MBSG

*December 2015 - August 2017 · 1 year 9 months*

Skills: Banking

**Desired industry**

- IT, Tech

**Education: Higher**

**USM**

*Graduated in: 2015*

Faculty: Economics

Speciality: Finance & Bank