

GRIGORE CEBAN

IT ANALYST

CONTACT

 +34 648 558 674
 contact@grigoreceban.com
 www.grigoreceban.com
 Madrid, Spain

EDUCATION

Axelos

ITIL Foundations v4

2020

Strong programming, systems analysis and business skills and creative approach to problem solving.

Cámara de Comercio de Madrid

International Business

2016

Managerial and negotiation skills.
International strategic management, taxation, finance, trade and law.
International distribution and logistics.
Incoterms 2010.

IES Ciudad de Jaén

Business Administration

2012 - 2014

Management and business research.
Microeconomics and Macroeconomics.
Finance and global business strategies.
Financial accounting and quantitative analysis.

LANGUAGES

Spanish 
English 
Romanian 

PROFILE

Innovative tech mind with great passion for business and information technology. Developed communication, cooperation and leadership skills from IT support career. Capable of working with a variety of technology and software solutions. ITS Client Engineering Node for WESA region. Founder of Issue Escalation & Client Site Response BCG Center of Excellence. Member of Netflix IT Escalation Team. Talented leader with unique ideas and successful contributions in the field.

WORK EXPERIENCE

Operations & Support Specialist

Netflix

2022 - now

- Own the onsite experience for assigned Netflix Facilities
- Serve as the escalation point for N-Tech teams and high-priority issues to ensure proper and timely resolution
- Curate insights. Create and maintain all root cause analysis reports after an escalation to identify workflows or systems to help mitigate reoccurring issues
- Troubleshooting + escalation to various engineering partners
- Provide escalated support for issues that cannot be solved by N-Tech User Experience and Domain/SME Specialists (ie support which requires additional knowledge of user workflow, deeper subject matter expertise, etc)
- Collaborate with cross-functional partners to proactively identify issues as they arise and conduct retrospective analysis on large-scale issues
- Align with cross functional and cross regional teammates to ensure consistency across the organization
- Create and leverage metrics and reporting to identify trends within the environment and collaborate effectively with partner teams to build valued add and scalable solutions
- Act on and identify areas for proactive support to improve the end-user experience and reduce support volume and complexity around service offerings
- Make autonomous operational decisions based on data and anticipate impacts to the business

IT Coordinator

Boston Consulting Group

2020 - 2022

ITS Client Engineering Node for WESA region (Microsoft 365 projects & Windows 10 major updates):

- Coordinate Local IT deployment activities during beta and LA
- The first point of contact for end user issue management and resolution during Alpha and Beta
- Track progress and collect user feedback
- Work with Level 3 & 4 to proactively build subject matter expertise
- Monitor and review all incidents for their region prior to escalation to L3
- Work with SDMs and IT Managers to identify trending incidents

GRIGORE CEBAN

IT SUPPORT & ESCALATION ANALYST

SKILLS

Problem solving

Customer service

Delegation and time management

Leadership

TCP/IP

JavaScript

Python

Java

Active Directory

MDM

Microsoft 365 Administration

Google Workspace

Virtualization

Exchange

Crestron/Cisco/Series One

ServiceNow/Jira/Zendesk

ITIL

iOS/macOS/Android/Windows/Linux

Tableau/PowerBI

Project Management

Powershell/Bash

- Work with Change Management to ensure updates are shared with ITS
- Work with Level 3 to identify problems and provide ITS feedback
- Be the SME on all project-related topics including issues, workarounds, processes, comms and training
- Support the transition from GA into operations/Run the Business (RtB)
- Continue as SME in RtB

Founder Member of the Issue Escalation & Client Site Response Center of Excellence:

- Design and develop the operational model
- Independently drive and monitor complex escalations from initiation to resolution coordinating across IT functional teams and with customer and internal key stakeholders
- Analyze escalation trends and produce strategic recommendations to proactively address systemic issues
- Review and refine escalation-management process, protocols and dashboards

Provide a high level of customer service supporting BCG staff in a fast-paced environment

IT Specialist

Boston Consulting Group

2019 - 2020

- Providing a high level of customer service supporting BCG staff in a fast-paced environment
- Support includes, but is not limited to, laptops, desktops, smartphones, phone, printers and systems dedicated to meeting rooms
- Managing local technology in order to increase reliability, security, interoperability, effectiveness of customer work while reducing costs, both in the office and at the client site
- Documenting and updating technology related instructions/procedures/knowledge articles as required
- Overseeing and troubleshoot video conference and telecommunications systems in coordination with regional technical resources
- Maintaining problem call history by recording all support requests in our ServiceNow help desk tracking database; analyze call data to proactively identify improvement opportunities
- Participating in local, regional, and global projects as appropriate to evaluate existing systems and recommend technology for upgrade and replacement; evaluate new technologies for potential applicability within BCG
- Achieving annual goals and objectives, developed in cooperation with IT Service organization and local management

GRIGORE CEBAN

IT SUPPORT & ESCALATION ANALYST

Technical Support Specialist

envialia

2016 - 2019

- Complete detailed reports listing requests for technical assistance, steps taken to resolve them, and the specific dates/individuals involved
- Act as the initial point of contact for all computer and system related concerns from clients or other employees
- Provide helpdesk support to end-users of proprietary software
- Assist management in creating training materials pertaining to computer troubleshooting and usage
- Maintain a working log detailing all required system updates, as well as the date of completion
- Document all issues and generate reports detailing common problems and error trends
- Fill in for in-house IT services as needed
- Preparing customer-specific improvement concepts with the aim of integrating individual solutions within an overall solution in the express courier context
- Designing, installing and trialling new systems and software, and fixing any issues that arise
- Consulting staff from different parts of a client's organisation
- Back-end developing and support service (JAVA)

Event Technician

Madrid Marriott Auditorium

2014 - 2016

- Identify, isolate and repair issues based on reporting of faults from the production team
- Database upkeep, logs and reporting, and cross-team communication
- Take direct instruction from and work closely with the Events and Hospitality Operations Manager to set-up events in a timely fashion to agreed standards
- Liaise across different levels within the immediate team, the client's organization, and third-party vendors