

# Alin Florin Popescu

Senior System Administrator

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## 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.
- Participated in meetings regarding contracts with clients or external contractors.
- 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.
- 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.

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## 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](#)

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## Languages

Italian Native

Romanian Native  
English Fluent

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## Education

08/2011 – **Diploma in Computer Science and Telecommunications**, *I.T.I.S. Guglielmo Marconi*, Gorgonzola, Italy  
07/2016  
<https://www.marconigorgonzola.edu.it>