



Igor Raevski

Nationality: Portuguese **Date of birth:** May 1989

Phone number: (+351) 916271115 **Email address:** igor.raevschi@hotmail.com

ABOUT ME

I am a punctual and motivated person, able to work in a busy environment and achieve high standards. Also an excellent team worker and able to take instructions from all levels and build up good working relationships. I like to work in a team but also on my own as I like to set myself goals which I usually achieve.

WORK EXPERIENCE

Change Management

Fujitsu [Jul 2022 – Current]

1. Knowledge of ITIL Service Management
2. Change Control design, implementation, and administration
3. Correct management of processes followed to deliver the service
4. Troubleshooting and problem solving
5. Meeting Service Level Agreements

Service Desk Expert

Fujitsu [Apr 2017 – Jul 2020]

1. Guides Service Desk Agents as well perform floor walk assistance
2. Cover for the Service Desk Manager in his/her absence
3. Provide mentoring to the service desk team and act as a point of escalation
4. Assist in the maintenance of the Service Desk Knowledge Base
5. Provide input to Service Desk Management for performance evaluations
6. Provides first-line technical support when handling calls, in order to provide time-of-call resolution to simple and complex calls
7. Create and manage network user accounts, troubleshoot and resolve a variety of issues
8. Office Pro Plus & Windows 10 deployment / Microsoft 365 & IBM AS400 administration

Service Desk Agent

Fujitsu [Apr 2015 – Apr 2017]

1. Technical remote assistance with hardware, systems, sub-systems and/or applications
2. Helped users with a VPN connection and internet connection issues
3. Performed 2nd and some 3rd line procedures for incident resolution
4. Identify and escalate service desk tickets to correct IT, groups, using the ITIL methodologies
5. Answered incoming phone calls, emails, and walk-ins to provide quick first-line investigation and diagnostics to incidents nor requests in ticketing tool called Remedy
6. Worked in Active Directory to unlock and reset passwords
7. Multilingual support

Corporate MEO Backoffice

Randstad Portugal [17 Apr 2012 – 17 Feb 2014]

- Processing operations

- Data analysis
- Troubleshoot customer
- Knowledge of software such as CRM, Siebel, mobilix / Crab, NSOM, PIU, etc...

Bartender

Trumps [5 Oct 2012 – Jul 2019]

1. Greet bar guests with a friendly and helpful attitude at all times
2. Provide guests with drink suggestions and menu information
3. Handle difficult and inappropriate customers with grace and professionalism

Bartender

Faz Gostos Lx [5 Mar 2011 – 31 Jan 2012]

1. Served as a hospitable and fast-working bartender in one of the city's top high-end restaurants
2. Provided bar patrons with optimal customer service
3. Worked in a collaborative manner with other restaurant employees to ensure outstanding customer experiences

Welder

IEFP Seixal / AMAL [3 Sep 2010 – 19 Feb 2011]

1. Welding technology
2. Technical Drawings - Sets and metal structures
3. 1375 hours (practical)

Waiter

Loja das Sopas [Jun 2007 – Nov 2007]

Country: Portugal

1. Welcoming customers and taking reservations
2. Delivered orders to customers at tables
3. Worked part-time while studying

EDUCATION AND TRAINING

European Studies

Faculty of Letters of the University of Lisbon [19 Sep 2011 – Current]

Address: Lisbon (Portugal)

Website: <http://www.fl.ul.pt/>

Field(s) of study: Humanities

- Classical European culture; European Cultural Roots
- Bilingual Lexicology; Language and Communication; Comprehension and Oral Production of Portuguese; Understanding and Production of Written Portuguese
- Legal System of the European Union; Institutions of the European Union
- Political Science; Social Philosophy and Policy
- German; Chinese

Social and Human Sciences

Secondary School Vitorino Nemésio [15 Sep 2006 – 31 May 2009]

Address: Lisboa (Portugal)

National classification: 13

LANGUAGE SKILLS

Mother tongue(s): **Moldavian** | **Romanian** | **Portuguese** | **Russian**

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Spanish

LISTENING A2 READING A2 WRITING A2

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A2

DIGITAL SKILLS

Microsoft Office / Windows / O365 Administration / Active Directory

DRIVING LICENCE

Driving Licence: B