Mihail-Vlad Prăjescu

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Summary

Dedicated IT professional with more than 15 years of diverse and extensive experience across the board in different technologies including hardware, software, infrastructure, cloud and web development with good communication skills to build meaningful, trusting relationships that exceed client demands and provide excellent support and first-class service solutions.

Employment History

Setel — Senior Engineer
Feb 2023 - Present — London, UK

Tenant-To-Tenant migrations on M365 (Exchange Online, SharePoint, Teams, Microsoft Entra ID) and other Cloud to M365 migrations

Address complex technical challanges and implement long-term solutions while documenting the processes and procedures which explain system functionality or regular tasks to contribute to internal knowledge bases including architectural and network diagrams, employee onboarding/offboarding, disaster recovery procedures, deployment runbooks, and standard operating procedures (SOP)

Manage licenses for different software solutions and audit requirements for customer business while also looking out for the Microsoft Partnership requirements and guiding the business in the right direction to maximize the licensing benefits by using the Microsoft Solutions Partnership Modern Work and implementing a training program for employees

Deploy software and implement systems and procedures on software deployment while working closely with suppliers to implement custom software solutions for customers

Maintain security and design, implement and enforce company policies that tend to updated security best practices based on the business functionality

Obtain Cyber Essentials and Cyber Essentials Plus certifications for the Setel company and clients

Audit client enviroments, provide technical recommendations, design and architect Azure cloud infrastructure, implement and support complex hybrid and cloud only infrastructures

Eze Castle Integration — System Specialist
Nov 2015 - Dec 2022 — London, UK

Collaborate with, and act as an escalation point for Service Desk, Engineering and other client support teams.

Provide on-site and remote technical support and manage the IT infrastructure for clients.

Responsibilities include managing Microsoft 365 and Azure, addressing complex technical challenges with long-term solutions, and documenting processes for internal knowledge sharing.

Audit client environments, providing technical recommendations, and offering high-level consultation on information security, including configuring platforms like Microsoft Entra Conditional Access, DUO Multifactor Authentication, and zero-trust services such as Cloudflare and iBoss.

Familiarity with common technology support tools, such as Remote Monitoring and Management, MDM/MAM (Intune), and Anti-Virus/Anti-Malware (SentinelOne)

Advanced support for Active Directory, interface with technology support tools, accurate note-taking, acting as a technical lead for projects, task automation with PowerShell scripts, cross-functional collaboration, and participation in after-hours client projects in London and various European countries are integral aspects of the role.

Travel Republic — IT Engineer
Feb 2015 - Nov 2015 — London, UK

Provide onsite IT support for London main office and offsite support via Teamviewer for Barcelona and Bangalore offices, while proactively monitor all systems using Nagios/CheckMK, Solarwinds, Pingdom and Websitepulse and react if necessary as well as participating in on call rotation support schedule to extend after hours support for company services and customer support users.

Employment History	**Class IT Outsourcing**	Jul 2012 - Feb 2015
	Network Support Administrator	Bucharest, Romania

Manage a mixed environment IT infrastructure of many clients from different industries, including pharmaceutical, retail, manufacturing, car rentals and manufacturing. Manage 1st line of support team and guide them in the right direction to grow and adhere to business requirements and keep within Service Level Agreements.

	RDA Enterprises	Sep 2010 - Apr 2012
	IT Technician	Bucharest, Romania

Coordinate and migrate clients from Microsoft solutions to Novell and SuSE Linux Enterprise solutions such as moving from Active Directory to eDirectory and Exchange to GroupWise and also provide in-house IT support as well as software testing for the developers department.

	Mixera S.R.L.	Aug 2009 - Nov 2009
	Sales Manager	Bucharest, Romania

Design and develop company website and also design new brochures and flyers in close collaboration with the management. I would attend networking business events to attract new customers while also provide Customer Care by keeping existing customers in good relations. Increased company revenue by almost 50% in two months.

	S.C. Proiect Bucuresti S.A.	Feb 2007-Jul 2009
	System Administrator	Bucharest, Romania

Worked closely with banks, customers and business partners, to track and update contracts, bills, invoices and performance guarantees while also doing cross-team collaboration with the accounting department, HR and the contracts department to create financial reports for the CFO.

Provide on-site IT support and operate IT inductions for new joining employees. I would build workstations, including managing and coordinating hardware upgrades, and tune industry specific software such as AutoCAD and Corel Draw for employees while also tracking and updating company software licensing and hardware inventory through a selfdeveloped system.

Languages	English	Romanian	French	Spanish
	Fluent	Fluent	Beginner	Beginner

Skills	Leadership	Teamwork
	Communication	Attention to Details
	Problem Solving	Organization

Education	**Spiru Haret University**	Sep 2009 - Jul 2013
	Computer Science	Bachelor Degree

Certifications	**Microsoft Certified Professional**	**Microsoft: Administering Office 365**
	Microsoft	Microsoft
	MS365 Certified: Fundamentals	**Microsoft Azure: Fundamentals**
	Microsoft	Microsoft
	Azure Virtual Desktop (AZ140 Course)	**Terraform on Azure (Course)**
	Microsoft	HashiCorp
	MS Certified: Azure Administrator Associate	
	Microsoft	

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