Timotei Petre

IT Support Engineer | Identity & Access Management

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SUMMARY

IT Support Engineer working day to day on **identity tasks** in **Microsoft Entra ID** and on-prem **Active Directory**: account creation, group assignment, group-based licensing, offboarding, and **MFA and passkey resets**. Works under **delegated administrative roles**, with privileged actions requested through PIM and anything beyond that scope escalated to L3. Also handles device enrolment in Intune, Microsoft 365 support and infrastructure monitoring. Previously supported enterprise customers of **Auth0 (Okta Customer Identity Cloud)** on tenant configuration and connection settings. Auth0 Specialist certified, MS-102 in progress. Open to relocating to Bucharest.

PROFESSIONAL EXPERIENCE

Greentech
11/2024 - Present
Buzau

IT Support Technician

- **Identity tasks:** account creation in Active Directory, group assignment, **group-based licensing**, account disablement and offboarding, password and **MFA/passkey resets**, primary user changes.
- **Access troubleshooting:** investigating sign-in failures using **sign-in and audit logs**; managing membership of **MFA exception groups**; helping users blocked by location-based access policies; checking directory synchronisation.
- **Delegated administration:** working under Global Reader, Security Reader, Authentication Administrator and a custom group-assignment role; privileged actions requested through **PIM**, with anything outside that scope escalated to L3.
- **Account hygiene:** periodic **last sign-in review** to identify inactive accounts, confirm offboarding was completed and free up unused licences.
- **Intune:** Windows and mobile device enrolment, device sync, compliance policy propagation, including remote enrolment for colleagues in other countries.
- **Microsoft 365 and infrastructure:** email and collaboration support; monitoring with OpenVAS, Wazuh and Veeam Backup.

CGS (Auth0 by Okta)
01/2024 - 10/2024
Brasov, Remote

Developer Support Engineer (Okta Customer Identity / Auth0)

- Handled support tickets from enterprise customers of **Auth0 (Okta Customer Identity Cloud)** through Salesforce
- Answered **tenant configuration** questions: custom domains, Universal and Classic login pages, and **SAML and OpenID Connect connection settings**
- Checked customer **entitlements and permissions**: tenant type, subscription plan and user rights, to determine whether a requested action was available
- Investigated **authentication and MFA issues** reported by customers, escalating complex cases to engineering

Punctul IT
09/2021 - 11/2023
Buzau, Hybrid

Education Facilitator

- Delivered IT training to teenagers aged 14 to 18: logical thinking, web and mobile application development, and physical/software automation
- Taught HTML, CSS, JavaScript, WordPress and introductory robotics; also handled computer maintenance for the training labs

Child Evangelism Fellowship
10/2019 - 03/2021
Brasov, Remote

Developer (Contract)

- Contributed to the development of **Noah's Story**, an educational mobile game: 3D character implementation using Unity 3D and Mixamo, and release to the App Store and Google Play

SKILLS

Identity & Access Management

- Entra ID: users, groups, identity lifecycle, group-based licensing
- Active Directory (on-prem, delegated scope)
- MFA, passkeys, authentication methods
- Conditional Access: exception groups, troubleshooting blocked access
- PIM (just-in-time role activation, as requester)
- Okta / Auth0 Customer Identity Cloud (support level)
- SSO concepts: SAML, OAuth2, OpenID Connect (familiarity)

Systems & Administration

- Windows 10/11 Administration
- Intune: device enrolment & compliance
- Microsoft 365 Administration
- Hardware/software troubleshooting

Security & Monitoring

- Sign-in and audit log review
- OpenVAS, Wazuh (monitoring)
- Veeam Backup (monitoring)
- LAPS and BitLocker recovery key retrieval
- DNS, DHCP (support level)

Tools & Platforms

- Ticketing: Freshservice, SelfService, Salesforce
- Remote support: AnyDesk, TeamViewer
- Postman (API debugging)

Soft Skills

- Structured troubleshooting
- Customer communication
- Cross-team collaboration and escalation
- Documentation & knowledge sharing

VOLUNTEERING

LongCovidWeb long-covid-spa-frontend.onrender.com
2023 - 2024
Angular Developer (Volunteer)

- Built components and features for a symptom-tracking health platform using Angular and JavaScript, working alongside other developers

Fundatia Romania Pro Culture
02/2018 - 09/2018
WordPress Developer (Volunteer)

- Built and maintained the organisation's website: interface design, troubleshooting and technical support

EDUCATION

Universitatea Politehnica, FILS
10/2019 - 06/2021
Bucuresti

Master: Management, innovation, and technologies of collaborative systems

Universitatea Politehnica, FILS
10/2015 - 06/2019
Bucuresti

Licenta: Computers and Information Technology

- Bachelor's project: **AnimaLearn**, an educational augmented-reality game for children built in Unity 3D; rebuilt from the ground up and published on the App Store in 2026

LINK Academy Romania
11/2022 - 11/2023
Frontend JavaScript Development (certified): Angular, JavaScript, MySQL

CERTIFICATIONS & LANGUAGES

- **Auth0 Specialist**
- **Auth0 Consumer Application Implementation Champion**
- **MS-102 Microsoft 365 Administrator (in progress)**

- Romanian: Native
- English: Upper-intermediate (B2)

INTERESTS

- Singing and playing the piano
- Playing FIFA with friends