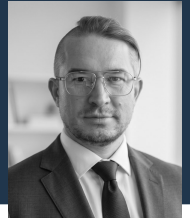


Bogdan Dospinescu

IT CONSULTANT & MEDIA CREATOR
COMPUTER SERVICE SPECIALIST

+1 (514) 222-7930 | bogdandospinescu@hotmail.com



APPLICATION / ADVISOR - IT SUPPORT (5132)

Dear Hiring Team,

Passionate about information technology and with extensive experience in technical support, IT system management, and digital content creation.

I am pleased to submit my application for the: Advisor - IT Support (5132) position at your company.

My background as an IT technician has allowed me to develop deep expertise in installing and maintaining computer systems, configuring networks, and managing data security. I have also gained significant experience in customer interaction and technical training, enabling me to communicate complex concepts to audiences of varying technical levels.

In parallel, my experience as a Twitch content creator has provided me with proficiency in digital platforms, audiovisual editing, and online community management. This combination of technical and creative skills allows me to approach technological challenges from an innovative and dynamic perspective.

Detail-oriented, versatile, and highly customer-service oriented, I am confident that my expertise and enthusiasm will be a valuable asset to your team. I would welcome the opportunity to discuss my application further and explore how I can contribute to your company's success.

Thank you for your time and consideration. I look forward to the possibility of an interview.

Best regards,

Bogdan Dospinescu

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PROFESSIONAL EXPERIENCE

IT Consultant

COMPUGEN | 2025

Project for the National Bank of Canada

- Executed enterprise-wide migration from Windows 10 to Windows 11 for workstations.
- Managed firmware / driver updates to ensure compliance with Windows 11 standards.
- Collaborated with cross-functional teams to ensure secure, compliant deployment.
- Delivered end-user communication to reduce downtime and improve transition.

Content Creator

Twitch | 2022-2024

- Engaged live audience for interactive content.
- Developed and managed a streaming channel with consistent audience growth.
- Implemented multi-platform engagement strategies across Twitch, YouTube, and Discord.
- Hosted entertaining activities, music, and gaming events for viewers.

Systems Deployment

Cluster POS | 2017 - 2020

- Led the deployment of POS solutions.
- Managed product and equipment inventory.
- Processed customer orders and deliveries.
- Conducted hardware and software migrations.

Self-Employed

Service IT Québec | 2016-2018

- Provided on-demand technical services, customer support, and computer repair.
- Purchased and distributed IT equipment.
- IT service for business and personal use.

Computer Technician

Future Shop | 2001-2015

- Repaired hardware and software issues.
- Assisted customers with technical inquiries.
- Configured and installed mobile devices.
- Fostered strong customer engagement.

Network Technician

RDS TV | 2000-2001

- Deployed and configured Microsoft Server 2000.
- Provided direct support to users and on-call.
- Ensured proper functionality and maintenance of workstations.

PERSONAL SUMMARY

- Versatile IT professional with over 20 years of experience spanning technical support, system deployment, and digital content.
- Trilingual with strong communication skills and a proven record of accomplishments in customer service and problem resolution.
- Adept at bridging technical concepts with user-friendly explanations.

PROFESSIONAL CERTIFICATIONS

- CompTIA A+ Certification
- Google IT Support Professional Certificate (v2)
- Microsoft IT Support Specialist Professional
- Google Cybersecurity Professional Certificate
- University of London Cyber Security Fundamentals
- Cisco Security Operations Center (SOC) Certification
- IBM IT Support Professional Certificate
- IBM Agentic AI with LangGraph, CrewAI, AutoGen
- IBM Cloud Fundamentals Specialization
- AWS Skills and Best Practices for Cloud Support
- DELL Service and Repair Specialist

TECHNICAL EXPERTISE

Computer Systems, Hardware & Infrastructure

- Operating Systems: Windows (XP through 11), basic macOS and Linux
- Software Deployment: Remote installation, mass deployment, system imaging
- Computer Peripherals: Component-level troubleshooting and repair
- Mobile Devices: Configuration, synchronization, and data transfer
- Networking: LAN & WIFI configuration
- Virtualization: VMware, VirtualBox implementation

Digital Content & Social Media Skills

- Streaming Software: OBS & Streamlabs
- Content Creation: Video editing, audio mix
- Configuration: Overlay design
- Community Management: Discord server administration, moderation protocols
- Analytics: Understanding audience metrics and engagement statistics

SPOKEN LANGUAGES

- French, English, Romanian - Native/Fluent

PERSONAL INTERESTS

- Passion for high-intensity physical training and structured nutrition.
- Media creation, digital content development, and video editing.