

Cosmin Trică

Helpdesk & NOC Operator · CCNA

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PROFILE

CCNA-certified Helpdesk & NOC operator supporting and monitoring a global network at Prysmian, preparing for CCNP and studying Automation & Applied Informatics. Builds network tools and products end to end: a desktop network lab with its own virtualisation engine, a readiness tool deployed on 16,000+ PCs, and apps published on the App Store.

EXPERIENCE

Helpdesk & NOC Operator, Prysmian

Jul 2023 – Present

- Network and service monitoring for global teams: alert triage, escalation and incident follow-up in ServiceNow.
- L1 and L2 troubleshooting, maintenance windows, access point and switch provisioning; owner of the team's L1/L2 runbooks.
- Built internal tools that remove repetitive work; one raised a team KPI by 15%.

Founder, TRK Web Design

2022 – Present

- Custom Shopify and WordPress builds with payment integrations, from the first client call to launch.

Video Game Tester, Ubisoft

2020 – 2022

- Executed test plans on shipping titles and filed precise, reproducible bug reports in Jira.
- Onboarded and trained new testers on the team's methodology.

IT Team Leader, Exclusive Streaming

2016 – 2020

- Led a small team of technicians and ran day-to-day IT support.
- Reworked the support workflow to cut response times; maintained and upgraded the hardware fleet.

CERTIFICATIONS

CCNA, Cisco Certified Network Associate · Cisco

2023

CCNP Enterprise, ENCOR 1.3 · Cisco authorised training

Dec 2023

Cisco Networking Academy: Ethical Hacker, Rapid Incident Response, Automate AI Solutions, CCNA ENSA, CCNA SRWE, CCNA ITN, Managing Cisco NOS, Introduction to Cybersecurity, Networking Basics.

SKILLS

Network	Cisco IOS, VLAN, STP, OSPF, VPN, IPsec, Wireless & AP provisioning, Wireshark
Operations	NOC monitoring, Incident management, ServiceNow, Change windows, Runbooks
Build	Swift & SwiftUI, Next.js & React, Supabase & PostgreSQL, Python, .NET & WPF, PowerShell
Ways of working	AI-assisted development, Git & GitHub Actions, Vercel, Cloudflare
Languages	Romanian (native), English (fluent), Italian (basic)

SELECTED PROJECTS

NOVA Network Lab (2026) Desktop lab that reproduces real networks: its own QEMU engine runs Cisco, FortiGate and Linux, several sites linked over impaired WAN, and a simulated 3D datacenter; 1,285/1,285 checks pass.

NetDoctor (2025) Offline, read-only Cisco diagnostics: 42 IOS/IOS-XE parsers and 120+ checks, each traced to its config line.

Device Info (2024) Windows readiness check for corporate laptops (sign-in, VPN, network, security), on 16,000+ PCs.

PadelGod (2026) Padel platform with iPhone, Apple Watch and Android apps and a web panel for clubs; 300+ players.

AirFliq (2026) macOS utility that opens AirDrop from a shortcut, Finder or a drag target; published on the Mac App Store.

Subtitles Fixer (2024) Windows tool that repairs Romanian diacritics in subtitle files, validating every word; 750+ downloads.

Further projects and live demos at cosmintrica.ro.

EDUCATION

Automation & Applied Informatics

In progress

Faculty of Automation, Computers and Electronics, University of Craiova

Mathematics & Computer Science

2012 – 2014

Colegiul Național Pedagogic „Ștefan Velovan”, Craiova