

# Florin S. IT Service Manager

Service Manager

## Profile

- Over 15 years of IT and Service Management experience, currently serving as a Service Manager at Mastek.
- Demonstrated expertise in ITIL Service Operations, Service Design, and ServiceNow API.
- Proven experience in team leadership, vendor relationship management, and service contract compliance.
- Proficient in utilizing project management methodologies such as Agile and Kanban, and tools like Atlassian JIRA and Confluence.
- Solid educational background and multiple professional certifications including ITIL V3 Foundation and Certified Support Center Manager (SCA).
- Fluent in English.

## Details

Poland  
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## Skills

Service Design  
ServiceNow API  
ITIL Service Operations  
ITIL V3 Foundation