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PROFESSIONAL EXPERIENCE

Technical Roles

Technology Consultant (Amazon Web Services)

BearingPoint

Jun 2018 - Present

Job domain: IT, PaaS, IaaS, Public Cloud Services
Company industry: Consultancy

Support companies with analysis, conception and implementation of cloud solutions in AWS Public Cloud.

Asses IT landscapes regarding their cloud readiness, develop customized architectures and migration concepts.

Provide the analysis, functional conception and optimization of cloud strategies and support with the customer toward successful implementations.

AWS certified:

SysOps Administrator - Associate
Solutions Architect - Associate
Cloud Practitioner

Customer Success Lead (EMEA North)

Oracle Corporation, BUCHAREST

June 2017 - May 2018

Job domain: IT, PaaS, IaaS, Public Cloud Services
Company industry: Enterprise software

Responsibilities

- lead a team of 6 customer success managers (covering: Finland, Sweden, Norway, Switzerland, Denmark, Germany)
- manage escalations for both technical and non-technical issues ranging from quoting to provisioning to invoicing
- share and collect best practices
- highlight faulty functional procedures to senior management
- brief senior management on regional adoption level and propose action plans to mitigate churn
- recommend personal development plans and lead the appraisal process for dotted lines
- communicate feedback and lead 101 sessions
- administrative responsibilities (LOA; holidays, access to company resources)

Projects completed

- Q1FY18: Resolved ¼ of billing related enquiries at regional level (Eg. Overages) and advised on cloud resources rebalancing by connecting cloud operations with field sales.

Customer Success Manager (Northern Europe territory)

Oracle Corporation, BUCHAREST

March 2016 - May 2017

Job domain: IT, PaaS, IaaS, Public Cloud Services

Company industry: Enterprise software

Responsibilities

- serve as the primary point of contact for customer post sale Cloud related activities;
- assume responsibility for Public Cloud PaaS and IaaS adoption and issues escalation;
- drive high customer satisfaction, ensuring cloud credit consumption and renewal of cloud contacts;
- perform in-depth assessments of customers' internal technology landscape;
- target use cases for Oracle's Public Cloud technology;
- deliver technical trainings in live class environment across technical and non-technical LOBs;
- identify replenishment risks and collaborate with internal teams to ensure ongoing replenishment;
- issue forecasts on future customer consumption;
- prepare and educate customers on new features / services;
- monitor and identify adoption and utilization trends, provide recommendations based on risk and customers' business needs;

Core technical knowledge

- Oracle Database Cloud Service;
- Java Cloud Service;
- Documents Cloud Service (DoCS);
- Oracle Cloud Infrastructure as a Service (IaaS);
- Oracle Big Data Preparation Cloud Service;
- Exadata Cloud Service

Projects completed

- Q4FY16: Configured DbaaS+IaaS architecture for large IT outsourcing company in Norway - Use case: on premise Oracle Database migration and Disaster Recovery in the Public Cloud
- Q1FY17: Deployed dedicated IaaS & Exadata platforms for regional health authority - Use case: bring your own license & increase capacity of existing applications running on on premise infrastructure
- Q2FY17: Expanded SQL, Application & Java development platform in Oracle's Public Cloud for world-renowned Swedish fashion retailer
- Q3FY17: Delivered Cloud @ Customer solution for Norwegian oil and gas company - Use case: utilizing Public Cloud resources while maintaining data sovereignty

Sales Quota:

- FY16: Crushing the yearly sales quota for Public PaaS/IaaS renewals (125% above the proposed target)
- FY17: Meeting the established sales quota for the entire FY

Exchange Online (Office365) Support Engineer (UK Market)

Microsoft Corporation, BUCHAREST

October 2014- March 2016 (1 year and 6 months)

Job domain: IT, SaaS, Cloud-Computing

Company industry: Enterprise software

Responsibilities

- solve complex technical problems for the Microsoft Exchange Online cloud platform, utilizing company-wide resources;
- manage critical situations by setting customer expectations;
- draft action plans and effectively communicate with customers and relevant Microsoft contacts;
- provide technical mentoring to assist other engineers;
- collaborate with peers and provide technical assistance;
- handle support requests on Exchange Online features and functionality;

Core technical knowledge

- Office365 platform with a focus on Exchange Online (Exchange Admin Center);
- PowerShell modules for Microsoft Online, Exchange Online, Rights Management (RMS);
- Identity service, Azure and Active Directory;
- Hyper-V (OS visualization)
- Exchange 2013 and 2010;
- eDiscovery, Compliance & Data Loss Prevention in Exchange Online

Microsoft certified:

- Managing Office 365 Identities and Requirements (70-346)
- Enabling Office 365 Services (70-347)

Trainings taken

- **Technical:**
Exchange Server 2013 - Updating Support Skills for Administration
Office 365 Exchange Online Administration and Configuration
Office 365 Shared Services (Active Directory, DirSync, Azure Active Directory)
Configure and Manage Archive Solutions for Microsoft Exchange (Microsoft Virtual Academy)
- **Non- technical:**
Delivering bad news
Analytic solutions for troubleshooting
Adapting Communication Skills to Cross-cultural Environments

L1/L2 Technical Support Engineer (UK Market)

Hostway UK Ltd, BUCHAREST

August 2013 - July 2014 (11 months)

Job domain: Internet Service Provider (ISP)

Company industry: Web hosting, Server Hosting and Maintenance

Responsibilities

- analyzed and reported technical issues that were submitted by customers via tickets or phone calls;
- collaborated with other engineers when solving the technical cases;
- assisted customers with setting up the purchased services on various applications => email clients: Outlook 2003/2007/2010/2013, MacMail, Windows Mail, Thunderbird; FTP clients (web-based and stand-alone); internet browsers; CMS platforms (WordPress, Joomla); web control panels (for VPS products);

- performed DNS Zone management and troubleshooting: fixed broken or failed domain name renewals,
- ordered and installed SSL certificates on domains and/or subdomains;
- performed email service troubleshooting by going through server logs and analyzing error codes;
- used virtualization platforms (vmWare Workstation, Parallels) in order to reproduce and escalate the technical cases;
- worked on multiple operating systems (mobile/desktop/server): Windows XP/Vista/2007/8 (x32/x64), OS Mavericks, CentOS, Ubuntu, Android
- monitored equipment, reported and participated in solving any technical issues;
- created and updated technical procedures and solutions;
- provided support to carry out OS installations and configurations on servers following existing procedures;

Non-Technical Roles

Premier Renewals Representative (Nordics Market)

Oracle Romania, BUCHAREST

July 2014- October 2014 (3 months)

Job domain: Contract Renewals, Sales

Company industry: Enterprise database software, Computer hardware

Responsibilities

- ensured the successful renewal of Support Service Contracts for existing small/medium-sized customers and handled any resulting queries that the customers may have had about their contracts;
- sold support services after point of system sales or upsold existing active contracts;
- identified customer requirements and need for support services, including contractual terms and conditions, support service offers and products;
- accountable for on-time contract renewals for small to medium-sized customers in the Nordics region;
- educated customers on e-business practices and any associated contractual implications;
- forecasted business targets and opportunities in the assigned territory;
- handled and solved customer objections and complaints;
- prepared correct sales orders and quotes;

Account Executive (North American Market)

King Crown Online Ltd, BUCHAREST

November.2010 - July 2013 (2 years, 9 months)

Job domain: E-commerce

Company industry: Online Gaming

Responsibilities

- maintained and improved the company - customer relationship;
- contributed to the development of new sales strategies intended to increase the sales quota and KCO's market share;
- contacted (via phone, email or live chat) the customers within the assigned portfolio, verified if their accounts were in good standing and negotiated deals;
- retained customers that requested account closures;
- performed daily sales quota analysis, issued sales reports and presented them to the senior management;

Accomplishments:

- increased sales quota throughout 2011 and 2012, engaging customers via outbound phone calls, emails, live chat;
- developed a personal database (MS Access) with Key Customers and effectively used it together

- with the ongoing sales strategy;
- developed conflict management skills by handling numerous account issues and disputes;
- constantly crushed personal sales quota throughout 2011, 2012 and 2013;
- received an award in July 2011 for outstanding sales results;

STUDIES

Communication and Public Relations, State University of Political and Administrative Studies,

October.2010 - July.2012

Diploma (type of studies): **Master Degree**
 Field of studies: **Project Management**
 City: **BUCHAREST**

Other relevant information: English line of study (all courses lectured in English).

Courses taken: Project management I and II
 Globalization and European integration
 Design and implementation of EU-funded projects)
 Business analysis
 Evaluation and auditing techniques in project
 Project Management software applications

Faculty of Economic Sciences and Business Administration, Babes-Bolyai University

October.2007 - July.2010

Diploma (type of studies): **Bachelor Degree**
 Field of studies: **Management**
 City: **Cluj-Napoca**

Other relevant information: English Line of study (all courses lectured in English)

Course taken: European Economics
 Basic Accounting
 Managerial Accounting
 Financial Accounting
 Microeconomics & Macroeconomics
 Public Finance
 IT for Business
 Human Resources Management

ABILITIES

Languages:

| | Writing | Reading | Speaking |
|----------|---------|---------|----------|
| English | Native | Native | Native |
| Romanian | Native | Native | Native |
| Swedish | Basic | Basic | Basic |

Language Certifications:

- Authorized Translator and Interpreter for English language by the Ministry of Justice (as of 26th November 2012, Authorization #35019);
- **CAE** - Cambridge ESOL Certificate in Advanced English (as of June 2006, Certificate # 066RO0016545, Accreditation # 100/2033/0)

Driver's license:

B Category, European Union driver's license issued in Romania (2006)

Qualities: Customer-oriented, continuous learner, self-starter, extremely organized