



## Dan Mihai Gocan

**Nationality:** Romanian **Date of birth:** 01/10/1993 **Gender:** Male

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### ABOUT ME

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A dedicated professional with nearly 5 years of experience in office services, I am currently pursuing a BSc in System Information, reflecting my commitment to continuous learning and professional growth. My passion for video games drives my interest in the realm of technology, motivating me to delve deeper into the intricacies of software development.

With a solid foundation in Python coding, I am eager to leverage my skills to create innovative solutions and tackle complex challenges. Additionally, my keen interest in networking has provided me with a holistic understanding of interconnected systems, preparing me to effectively collaborate and contribute in fast-paced, dynamic environments.

### WORK EXPERIENCE

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#### Office Services Coordinator

**Workday Ireland** [ 01/04/2023 – Current ]

City: Dublin

Country: Ireland

- All my previous duties, but taken more responsibility in terms of vendor management, project ownership and more freedom in terms of fiscal supervision and financial spending.

#### Workplace Coordinator

**Workday Ireland** [ 01/03/2021 – 01/04/2023 ]

City: Dublin

Country: Ireland

- Leveraged Workplace Operations expertise to optimize efficiency and streamline business procedures, aligning with company objectives.
- Managed financial documentation, processed invoices, and ensured timely payments, reflecting strong financial acuity.
- Demonstrated proficiency in using internal tools to create requisitions, increasing operational efficiency.
- Supervised reception duties and personnel, fostering a professional and welcoming environment.
- Managed facilities operations, ensuring optimal usage and maintenance of the building, which underlines my strong organizational and managerial skills.
- Orchestrated vendor and contractor relationships, ensuring a high standard of service and contractual compliance.
- Collaborated with the sustainability team to align operations with the business's environmental goals, demonstrating a commitment to corporate social responsibility.
- Partnered with the business team to facilitate a smooth return-to-office process, illustrating my ability to handle complex logistical challenges.
- Addressed and resolved maintenance, workplace, and operational issues through ServiceNow, enhancing workplace efficiency.
- Adapted to evolving business needs, taking on diverse operational and workplace tasks as needed, demonstrating flexibility and a proactive approach.

## **Lobby Ambassador**

**G4S Ireland** [ 09/09/2019 – 28/02/2021 ]

Address: Citywest Business Campus, 2013 Orchard Ave, Greenhills, D12 T651 Dublin (Ireland)

Website: <https://www.g4s.com/en-ie>

Business or sector: Administrative and support service activities

### **[contracted to Workday Ireland]**

- Delivered exceptional customer service, resolving queries efficiently, and fostering a positive and professional company image.
- Managed mailroom operations, ensuring timely distribution and accuracy, reflecting strong organizational skills.
- Provided employee assistance, addressing a range of queries promptly and effectively, demonstrating exceptional problem-solving skills and a customer-oriented approach.
- Coordinated the booking and scheduling of meetings, optimizing time management and enhancing team productivity.
- Handled a high volume and diverse range of inquiries, showcasing strong multitasking capabilities and a dedication to service excellence.

## **Corporate security officer**

**G4S Ireland** [ 01/08/2018 – 08/09/2019 ]

Address: Citywest Business Campus, 2013 Orchard Ave, Greenhills, D24 DRH9 Dublin (Ireland)

Website: <https://www.g4s.com/en-ie>

Business or sector: Administrative and support service activities

### **[contracted to Workday Ireland]**

- Upheld the safety of employees and customers, demonstrating a deep commitment to creating a secure work environment.
- Patrolled premises regularly, ensuring the integrity and safety of the work environment, highlighting strong attention to detail.
- Responded promptly and effectively to alarms, showing excellent problem-solving abilities and calmness under pressure.
- Conducted general surveillance, maintaining the security and well-being of all staff and premises.
- Monitored CCTV systems, ensuring a high level of security and showcasing technical proficiency.
- Delivered quality customer service, addressing concerns professionally and efficiently.
- Undertook clerical responsibilities, demonstrating versatility, and excellent organizational skills.

Please note that from 1st of April, 2019 I was promoted on a Shift Lead position, supervising the activities of two of my patrol colleagues.

## **EDUCATION AND TRAINING**

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### **BSc. in Information Systems (part-time)**

**Technical University of Dublin** [ 01/10/2021 – Current ]

Address: Park House, 191 N Circular Rd, Cabra East Grangegorman, D07 EWW4 Dublin (Ireland)

Website: <https://www.tudublin.ie/>

### **ERASMUS+ scholarship**

**University of Limerick** [ 01/09/2014 – 30/05/2015 ]

City: Limerick

Country: Ireland

Website: <https://www.ul.ie/>

General

- foreign languages
- information technology

Occupational

- sociology
- marketing
- European economy
- history

## LANGUAGE SKILLS

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Mother tongue(s): **Romanian**

**Other language(s):**

**English**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

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### General Office Software

Microsoft Office Suite / Google Suite / Slack / Envoy / Workday / iOffice

### Software Engineering and Programming

Microsoft Visual Code / Python / SQL / Basic knowledge of Django and Flask / HTML/CSS, JavaScript

### General Digital Skills

Adobe Photoshop / PhotoPea

### Project Management and Tracking

ClickUp / Trello

## ORGANISATIONAL SKILLS

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### Organisational skills

- Time Management: Mastery in managing multiple tasks within tight deadlines, prioritizing workload effectively to ensure optimal productivity.
- Project Coordination: Proficiency in overseeing multiple projects, coordinating resources and timelines, and ensuring successful, timely completion.
- Detail-Oriented: Excellent attention to detail, ensuring thoroughness and accuracy in administrative duties, document handling, and data management.
- Resource Allocation: Demonstrated skill in managing and distributing resources efficiently, optimizing workflows, and reducing waste.

## COMMUNICATION AND INTERPERSONAL SKILLS

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### Communication and interpersonal skills

- Active Listening: Proficiency in paying full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate, which is vital in avoiding miscommunication and building strong relationships.
- Effective Presentation: Demonstrated ability to deliver clear, concise, and engaging presentations, facilitating understanding and encouraging productive discussions.
- Conflict Resolution: Skilled in resolving disagreements and conflicts professionally and effectively, fostering a harmonious work environment.
- Empathy and Understanding: Strong ability to understand and share the feelings of others, creating an inclusive and supportive workplace culture.

## **JOB-RELATED SKILLS**

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### **Job-related skills**

- Hardware Proficiency: Ability to install, maintain, and troubleshoot server hardware components.
  - Networking: Basic understanding of networking principles and devices, including switches, routers, and firewalls.
  - Operating Systems: Familiarity with various server OS such as Windows Server, Linux distributions, and Unix.
  - Cabling: Ability to manage and maintain structured cabling systems efficiently.
  - Process Management: Proficiency in streamlining and improving processes for efficiency and effectiveness.
  - Technology Proficiency: Skilled in using various digital tools and software for administration, project management, and communication.
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