

# Leonard Dafin

Email: [leonardafin@yahoo.com](mailto:leonardafin@yahoo.com)

Telephone: +40722639199 • Bucharest, Romania

## About me:

I consider myself as a dependable person. I am honest and trustworthy. I have experience working both as part of a team, but also individually. More importantly, I am extremely motivated to go forward with my new career as a Junior Programmer, since I consider this my lifetime goal and passion.

## Education:

Degree            Technologic Organic Chemistry Engineering Diploma  
Institution       Industrial Chemistry Faculty, Polytechnic University of Bucharest

## Training Certifications:

**2020** Python and Django – Software Development Academy (311 hours) | Jun.2020 - Dec.2020

# Python # Software Testing # Algorithms and Data Structure  
# GIT + Command-line Basics  
# Design Patterns and Good Practices  
# Introduction to Linux # Docker # SQL databases - MySQL  
# NoSQL databases - MongoDB # Databases - Programming  
# Introduction to HTTP # Frontend and Backend Technologies  
# Introduction to Selenium WebDriver

**-> Final project : VIRTUAL HEALTH CARD**

Main features: database (with 20 tables) and 31 templates environment, where Patients are able to review and change their personal data, where Doctors are able to log their new data related to each Patient's visit to a clinic (Consultations and Prescriptions), but also to check the previous visits (Consultations and Prescriptions history), and where the last Prescription(s) are to become available after to Pharmacists, when Patients are asking for the drugs pick-up to Pharmacies.

**2019** Python for Beginners – InfoAcademy - 4 months

**2018** MySQL – InfoAcademy - 4 months

**2012** Six Sigma Green Belt – WNS internal

**2011** Project Management - Evolutiv Consultants

## Work experience:

2018 Mar - **Operations Manager - Invoice to Cash**

2018 Jun **Genpact, Bucharest, Romania**

- Leading a team of 3 Team Leaders and 25 Associates (located in Romania and Poland) responsible for handling operational functions, tasks and transactions;
- Responsible for the Invoice to Cash process of several EU countries within a top global client for Genpact, which included meeting deadlines and meeting clients' service level agreements;
- Reviewing and updating all the SOP (Standard Operation Process) files – review on a 6 months basis;
- Identified where (country, process, activity) automation implementation solutions could be pursued and implemented, including robotics process automation (RPA), in order to simplify and deliver productivity to client;
- Mentoring, developing, and providing guidance to Team Leaders and Associates to enable personal and professional growth, as well as promote digital workplace capabilities.

***Achievements:***

- I was responsible for a continuing automation process of the most time-consuming repetitive activities: one software robot implementation for Dispute Management (sub-process of creating new cases): two months project.

2012 Jul -

**Group Operations Manager - OTC**

2018 Feb

**WNS Global Services, Bucharest, Romania**

- Responsible for all Master data changes, but also for the new creation process, as well as for 2 out of 4 EU regions, as per the segregation of duties;
- Responsible for updating the complex Monthly Reporting Database and for generating all the client's upper management reports using SAP;
- Responsible for achieving the client's Service Level Agreements for the different managed teams;
- Ensuring support for the client in any collection and accounts receivable processes, as required;

***Achievements:***

- Tested and implemented the Collection Management Tool (FSCM) in SAP, within OTC team's activities from Romania and India: segregated customers database in clusters (collection groups/strategies), and created, tested and implemented the collection strategies for each of the customer groups. Trained all of the OTC teams (both Romania and India, through live meetings). Reported on usage to client Finance Senior management: 6-months project;
- Implemented a couple of tools for the processes related to Eastern European countries (Greece and Poland), and managed to improve productivity by more than 90%, thus being able to secure the same level of high quality for each report and email sent to client or final customer: 2-months project.

2011 Mar -

**Global Subject Matter Expert - OTC Operations**

2012 Jun

**WNS Global Services, Bucharest, Romania**

- Managing the client process standardization and improvement;
- Was responsible for ensuring compliance to all defined Service Level Agreement metrics;
- Quality Assurance (QA) and Customer Satisfaction: maintaining a proper environment for continuous improvement
- Drove Operational excellence, in accordance with set guidelines;

***Achievements:***

- Implemented a dedicated tool for speeding-up the cash allocation for our client's most important customers – time posting improvement by 60% (from 3 days to 3-5 hours): 1-month project;
- First FTE sizing process steered for all the OTC processes, for teams in Romania and India: 3-months project.

2010 Sep -

**Processes Risk Manager - Senior**

2011 Mar

**Vodafone Romania SA, Bucharest, Romania**

- Ensuring optimal execution of all Customer Operations processes and identified operational risks;
- Managing company-wide "Payments Ecosystem" Program for increasing cost-effectiveness of accounts receivable processes.

***Achievements:***

- Concurrent project teams with the first 10 major Romanian banks, with Vodafone as single-point-of-contact with promoting automated payments as main goal.
- Together with RBS Bank, I implemented the first Inter-Banking Direct Debit payment method in Vodafone and in the Romanian Telecom industry.

2007 Oct -	<b>Credit, Collection and Accounts Receivable Manager</b>
2010 Sep	<b>Vodafone Romania SA, Bucharest, Romania</b>
<ul style="list-style-type: none"> <li>Ensuring highest professional customer care standards for all postpaid Consumer and Business customers, existing or potential, during the collection processes of the debt;</li> <li>Part of the procurement processes/contracts negotiations with all our business partners: banks, collection agencies, different payment and business providers.</li> </ul>	

***Achievements:***

- Credit (Application Risk) and Collections (Payment Risk) scorecards redesign: I lead the team project that involved two major international scoring technology providers for both areas  
I coordinated the new customer base segmentation for Collections;
- I ran several Incentive Programs within the Collection teams (all stages of the collection timeline, Consumers and Business customers) for boosting the cash flow when collection rates decreased: 5 programs, 2 months each.

2003 Oct -	<b>Scheduling &amp; Business Processes Manager</b>
2007 Oct	<b>Vodafone Romania SA, Bucharest, Romania</b>
<ul style="list-style-type: none"> <li>Part of main cross-departmental projects (e.g. Vodafone Group reporting, FCR implementation);</li> <li>Scheduling team (8 people and 1 team leader): responsible to create the work volumes forecasting for Operations dpt. (more than 1000 people, three sites/cities);</li> <li>Scheduling resources for Call Centers, according to forecasts, but also the budget limit and the Call Centers' objectives/directorates;</li> <li>Business Processes team (7 people): support for all Operations teams: e.g. organizing the analysis and reports related to activities in connection with Risk Scorecards (Application and Behavioral), or regarding the evolution for departments' KPI;</li> </ul>	

***Achievements:***

- Data Warehouse (EDW) implementation: I acted as SPOC for the Customer Operations dpt., keeping the management team informed about IT proposals and daily business changes;
- Upgraded the Scheduling application (TCS) with self-care capabilities, for increasing responding speed and also to increase the scheduling process agility;
- Implemented the PL/SQL base reporting instead of using MS Access (as we used to), for a much faster (300% speed increase!) and more accurate reporting of the KPIs.

**Complementary skills :**

<i>Foreign languages</i>	English - advanced; French - intermediate; Italian - beginner;
<i>Computer skills</i>	Windows OS - very good, MS Office - very good, Visio/Corel Draw - good.

**Other :**

<i>Driving license</i>	B category, since 1997.
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