

# Robert Rogoz

+40 723 616 558 | [rgz.robert@gmail.com](mailto:rgz.robert@gmail.com) | [LinkedIn](#) | Bucharest, Romania

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## Summary

A highly accomplished and solutions-driven Electrical Engineer with a strong track record of over 10 years in providing expert technical support, implementing advanced irrigation systems, and managing complex industrial electrical projects. Adept at leading technical teams, cultivating strong customer relationships through exceptional support, and ensuring seamless project execution. Eager to contribute extensive expertise and a proactive approach to a challenging Electrician Engineer role, driving operational excellence and achieving key organizational objectives.

## Work Experience

### Tech Support Manager | 08.2021 - Present

NETAFIM ROMANIA - EPRS (Bucharest)

Key Contributions:

- Spearheaded and guided a dedicated design team, ensuring precise implementation and consistently achieving result-oriented project timelines.
- Collaborated strategically with the procurement department, providing meticulously detailed project bills of materials to optimize resource allocation.
- Engaged in knowledge exchange and adopted global best practices in irrigation technology through active collaboration with international peers, including two intensive training programs in Israel.
- Masterfully analyzed intricate customer requirements, translating them into innovative and tailored technological solutions.
- Provided expert technical consultation and proactive support during crucial sales field visits, enhancing client confidence and project understanding.
- Oversaw the successful final implementation of projects, meticulously ensuring complete alignment with intricate irrigation designs.
- Expertly supervised the infield hydraulic installation of a wide array of advanced irrigation equipment, including sophisticated automation systems, high-efficiency pumping and filtration stations, specialized irrigation control rooms, and strategically placed in-field valve groups.
- Proactively conducted regular post-project follow-ups, guaranteeing seamless operational performance and maintaining transparent communication with stakeholders.
- Mentored and empowered both technical and sales teams through comprehensive training initiatives and the sharing of critical technical expertise.
- Consistently delivered exceptional technical support to customers, fostering strong, long-lasting relationships built on trust and reliability.

## **CMT Support Manager | 08.2017 - 08.2021**

**NETAFIM ROMANIA - EPRS (Bucharest)**

### **Key Contributions:**

- Implemented [Quantifiable Result, e.g., a new CRM system], significantly improving support ticket resolution times by [Quantifiable Result, e.g., 20%].
- Elevated customer satisfaction scores by [Quantifiable Result, e.g., 15%] through proactive communication strategies and effective problem-solving techniques.
- Successfully trained over [Quantifiable Result, e.g., 50+] new team members on efficient product installation and comprehensive maintenance procedures.

### **Responsibilities:**

- Analyzed complex customer needs and recommended tailored technological solutions.
- Provided technical support and expert guidance during sales field visits.
- Oversaw final project implementations to ensure alignment with irrigation designs.
- Supervised infield hydraulic installation of advanced irrigation equipment.

- Conducted regular follow-ups post-project implementation to ensure smooth operation and project transparency.
- Mentored technical and sales departments with training and technical knowledge sharing.
- Delivered high-grade technical support to customers.

## **Electrotechnical Engineer | 10.2016 - 05.2017**

**Semmelrock Stein + Design, Bucharest**

### **Responsibilities:**

- Executed routine inspections of electrical systems and equipment, proactively identifying and resolving potential faults.
- Performed preventive maintenance procedures to ensure optimal machinery performance and strict compliance with safety regulations.
- Efficiently troubleshooted, repaired, and replaced faulty electrical components, including switches, outlets, and circuits.
- Collaborated effectively with the operational team to gain a thorough understanding of their specific requirements.

## **Electrical Engineer | 08.2012 - 10.2016**

**SC ALWO THERM SRL, Bucharest**

### **Key Achievements:**

- Successfully designed and implemented electrical installations for over [Quantifiable Result, e.g., 10] industrial projects, specializing in air ventilation and filtration systems.

### **Responsibilities:**

- Designed and implemented electrical installations for industrial air ventilation and filtration systems.
- Engineered comprehensive fire prevention and extinguishing installations.
- Meticulously analyzed and applied intricate technical data and project requirements.
- Developed detailed equipment schematics and wiring diagrams.
- Provided crucial technical support to the bidding department, contributing to successful project acquisition.
- Accurately scaled electrical installations based on project specifications.
- Prepared comprehensive technical documentation for project execution and compliance.
- Collaborated effectively with representatives of beneficiary organizations.
- Diligently monitored the progress of routing and cabling works, ensuring adherence to specifications.

- Actively participated in rigorous testing and thorough evaluation procedures.

## **Sales Analyst | 01.2011 - 10.2011**

**SC Laropharma SRL, Bucharest**

### **Responsibilities:**

- Rigorously verified customer orders to ensure strict compliance with the company's commercial policy.
- Developed compelling special offers to drive sales and enhance customer engagement.
- Efficiently centralized the weekly processing of voucher ticket requirements for promotional activities.
- Diligently tracked customer payments and managed accounts receivable.
- Accurately verified and consolidated critical data pertaining to active customer accounts.

## **Education**

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### **Polytechnic University, Bucharest (Master of Science)**

- Master of Science in Electrical Engineering (2010 - Present)

### **Polytechnic University, Bucharest (Bachelor of Science)**

- Bachelor of Science in Electrical Engineering (2006 - 2010)

## **Skills**

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### **Technical Skills**

- Electrical Systems Design
- AutoCAD Proficiency
- Irrigation System Design & Installation
- Expert Technical Support
- Project Management
- Proficient in Microsoft Office Suite

### **Soft Skills**

- Exceptional Teamwork Abilities
- Strong Problem-Solving Aptitude
- Excellent Analytical Skills

- Proficient in Troubleshooting
- Effective Communication
- Commitment to Customer Satisfaction

## Languages

- Romanian (Native)
- English (Advanced)

## Other

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- Driving License: Category B (since 2012)
- Specialized Trainings: In-depth knowledge of Pumping Systems, Filtration Systems, Automation Controllers, Fertigation Units, and Irrigation Principles (acquired through specialized trainings in Israel).