# Gheorghilas
## Anatolie

**DATE OF BIRTH:**
**28/03/1994**

## CONTACT

**Nationality:** Romanian

**Gender:** Male

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## ABOUT ME

Experienced WFM Planner with strong and demonstrated knowledge in information technology and services industry fields. Proven constructive way of working, both analytically and creatively with an problem-solving attitude. Excellent communication, interpersonal and collaborative skills. Skilled in English as a Second Language(ESL), Microsoft Office, IEX. Strategic skills with the ability to identify, connect and communicate opportunities that achieve objectives.

## WORK EXPERIENCE

**10/04/2018 – CURRENT** – Iasi, Romania

**WFM Planner**

SC CONDUENT BUSINESS SERVICES

WFM Planner supports a Line of Business in order to achieve best results and making sure we have the right person, with the right skill, at the right time, at the right cost.

- Forecasting all transactions and their handling/processing time, shrinkage and attrition of an Line of Business in order to predict the workload for determining an requirement on yearly, monthly, weekly, daily and interval level.
- Calculating needed requirement to achieve required targets/objectives in the most profitable way of an Line of Business.
- Tracking all possible business drivers that can have an impact on the workload in order to create the most accurate forecast, ex. (seasonality, bank holidays, etc.)
- Managing the pool Capacity on long term, in order to maintain productive staffing pool at the most optimal level possible, and providing an overview of it on long term along with advices/actions on how to achieve or maintain it at the best profitable level.
- Making analysis based on historical data in order to provide different scenarios that can impact the way Line of Business operates, ex (Opening window change, beginning with a new activity/type of transaction, etc.)
- Every overview, analysis or scenarios are built in an Excel file containing different types of charts, graphs or dashboards.

## EDUCATION AND TRAINING

**01/10/2013 – 01/06/2017** – Iasi, Romania

**Bachelor of Mechanical Engineering**

Technical University "Gheorghe Asachi " of Iași, Faculty of Mechanical Engineering

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Romanian

**OTHER LANGUAGE(S):**

**English**

| Listening | Reading | Spoken production | Spoken interaction | Writing |
|---|---|---|---|---|
| C1 | C1 | B2 | C1 | B2 |

**Russian**

| Listening | Reading | Spoken production | Spoken interaction | Writing |
|---|---|---|---|---|
| B2 | B1 | A2 | B1 | A2 |

## DIGITAL SKILLS

WFM NICE IEX / Very good knowledge in MS-Office (Word Excel Power-Point Outlook One Note) / Very good knowledge in internet navigation and research / Good knowledge of computer enviroment / Utilizator independent : Outlook, Teams, Skype etc / Skype for Business, Outlook, Teams

## COMMUNICATION AND INTERPERSONAL SKILLS

**Communication skills**

Excellent communication (verbal and written) both in an office environment and with external stakeholders.

Ability to maintain an professional and diplomatic communication via E-mail, chat or phone.

## MANAGEMENT AND LEADERSHIP SKILLS

**Organisational/Managerial skills**

Excellent organisational and prioritisation skills.

Strong sense of responsibility.

Time management skills and ability to work under pressure in order to deliver best results within deadline.

Excellent teamwork and team leadership skills.

Excellent analytical and strategic thinking