CONTACT DETAILS:
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Date of birth:
28.04.1991

LANGUAGE SKILLS:
English: CEF C1
German: CEF: A1
Romanian: CEF C2

PROJECT MANAGEMENT:

- Lean Six Sigma Green Belt Certified

- Lean Six Sigma Black Belt Certification – in progress

- Balanced Scorecard & Strategy Management Certification

- KPIs Management Certification

- Project Management ANC Certification

- Scrum certification

PAUL I. ALBU
Head of HR Shared Service

PROFESSIONAL EXPERIENCE

May 2019 – Present: Head of Service Center HR, Dräxlmaier, Satu-Mare:

- **HR Strategy**: Strategy design, setting goals, objectives, KPIs and projects;
- **Stakeholders management**: Communication and calibration between departments outputs and stakeholders expectations;
- Overseeing the delivery of HR services for over **70 000 employees in over 62 locations** in all Dräxlmaier locations;
- **Resource allocation**: ensure HR, Fin, Tools and Knowledge are available;
- Monitoring and achieving performance: Evaluate performance and ensure qualitative results through the achievements of objectives and KPIs targets;
- **Employees development**: Ensure knowledge management and staff development;
- **Transitions:** Responsible of SC HR development through transfer of processes from Dräxlmaier locations to SC HR;
- **Service management:** design the knowledge management strategy, automation needs and elimination of manual processes to support given systems. Ensure that operational standards and controls are enforced in the Controlling HR department. Review solution architecture.

September 2018 – April 2019: Project Manager, Dräxlmaier, Satu-Mare:

- **Process improvement**: applying Lean Six Sigma principles to reduce process time and costs;
- **Leading the project team**: Coordinate team members and ensure solution identification for successful process transitions;
- **Monitoring Progress and Reporting**: Analyze KPIs and KRIs trends and decide projects' next steps. Create weekly status reports for top management.
- **Risk assessment**: close track of occurring risks to ensure proactive mitigation (for financial, human resources or process flaws and errors)
- **Application and systems transitions**: following the model New Application → Project management office → Service continuity management → **Front desk/ Process Support desk (Incident management/Problem management/Release management/Change management)** ← Service request portal ← End User

March 2018 – September 2018: HR Business Partner, Bombardier Transportation, Cluj-Napoca:

- **HR Strategy implementation**: Responsible of ensuring policies, processes and targets are met in correlation with the HR strategy;
- **Organizational and Talent development**: Analyzing employees' performance, providing feedback and solutions. Correlating organizational objectives with employee's skills and competencies and developing strategies to fill the gap;
- **Headcount & ramp-down project management**: Ensuring capacity planning objectives are met and liaising with top management to ensure targets are achieved and **fair risk-assessment**, corrective actions and managing stakeholders escalations (operational managers)

- **HR Process Governance**: Responsible for HR Governance implementation and optimization (ensuring **compliance** and internal policies adherence).

March 2017 – March 2018: Compensation and Benefits Specialist, Bombardier Transportation, Cluj-Napoca

- **Organizational grading**: Using Towers Watson, Hays methodology and tools the organization has been graded (individual roles and mass grading) based on organizational needs and structure reorganizations. Actively assessing Job Descriptions and proposing grades/ levels from White Collar up to Senior Executive level. Overseeing a population over 70 000 employees;
- Salary proposals: Thorough analysis of market trends, internal equity benchmark based on peers' comparison and positions levels according to the internal salary grids. Developed and implemented Salary generator tool based on integrating the variables mentioned above;
- **Data validation**: As part of the End to End process, **partnering with** all involved **stakeholders** (Recruitment, HRBPs, Hiring Manager and Staffing team) to deliver accurate data regarding contractual information using SAP and Sales Force, combined in one internal form (Fact Sheet);
- **Governance**: Responsible of governance implementation according to the C&B requirements. **Partnering with the business** in offering the best solutions from a C&B perspective for the entire employee life-cycle: new hires, lateral moves or promotions, retention cases or performance recognition.
- **Annual processes**: Driving the **Annual Salary Review**, based on eligibility criteria consolidating the final list of employees, allocating the percentage increase recommended by the managers and communicating it to country HRBPs for implementation;
- **Project management**: **Actively managing** the benefits **platform implementation** project (throughout collaboration with an external provider) and external benefits benchmark – Acted as an informal Product Owner - Agile methodology adapted for HR Shared Services Projects: **sprints** of 2 weeks to identify the business need, gather data, standardize data formats for upload, **milestones reviews** with the implementation team (HR Admin Team, Country HR), test solution identification, implement the platform and have the **User Acceptance Test** for final sign offs. The project proved to be a successful one as it has been **timely delivered** at the expected speed with a **proper resource allocation**.
- **Process transitions**: Full Time Employee sizing, business case creation for organic growth, stakeholder management, **business pitching** to executive levels and continuous risk assessment.
- **Service management**: providing all levels 24/7 application support, including incident problem and change/release management to business continuity management – focused on extended service desk support within and after business hours (thorough attention to SLAs). Set up a communication protocol: customers were kept informed on critical issues at all times and regular status updates. Ownership of Service management governance, SLAs, review of solution architecture.

August 2016 – March 2017: Strategy Management Consultant and Project Manager, The KPI Institute, U.A.E (Project Based)

- Responsible for the main stages implementation of a Performance Management System, actively involved as a **Project Manager**, delivering abroad the agreed solution for the Ajman Government, End to End delivery with direct stakeholder and **project team management** for successful project closure;

- Creation and validation of **project plans**, follow on **Gant chart update** on a regular basis;
- Developing the structure for the PMS and departmental integration;
- Implementing: KPI selection and **target setting**; **tools creation** (scorecard, dashboards, data collection tool);
- **Tackled incoming roadblocks** due to lack of automated systems through alternative solutions proposed (personalized tools created), proactive behavior to **manage** potential **escalations**;
- **Controlling**: observing KPIs trends, making proactive proposals of KPIs or targets to be modified;
- Regular **reporting** provided on time, both to project beneficiary and direct managers in a timely and **accurate manner** as per the agreed timeframes;
- Influencing authority (executive stakeholders) throughout regular reviews of project progress;
- **Service Value Chain:** designed and put in place a set of interconnected activities to provide an operating model for successful delivery of services and future improvements of processes (defined the generic roles - service owner, service desk analyst, process owner, process practitioner)

May 2014 – July 2016: Business Research Specialist, The KPI Institute, Sibiu

- **Project Management:** Strategy and Business Planning course and Balanced Scorecard training program **course creation and delivery**;
- Over **300 hours** of training delivery internationally, as it follows: Europe (UK – London; Romania – Bucharest, Cluj-Napoca; Turkey - Istanbul), Middle East (United Arab Emirates – Dubai; Saudi Arabia – Riyadh, Jeddah; Oman – Muscat; Qatar – Doha), Asia (Malaysia – Kuala Lumpur), Africa (Egypt – Cairo);
- **Course customization** and trainings based on clients' needs assessment, follow up on participants' progress through feedback forms and data analysis;
- Documentation of over 1000 KPIs on the organization platform: **Target setting, benchmark and taxonomy;**
- Researched and developed maturity models for organizational **performance management** and capability assessment;

VOLUNTARY EXPERIENCE

April 2013 – March 2014: President, AIESEC, Sibiu

- **Managed the local branch** of AIESEC Sibiu: **Strategy development** and deployment at all levels, follow-up on implementation with all assigned VPs. Various projects delivery

EDUCATION

"Lucian Blaga" University of Sibiu │ Sibiu, Romania
2014 – 2016: Master Program in Business Administration – Facultatea de Stiinte Economice
2010 – 2013: Bachelor Degree in Organizational Psychology – Facultatea de Stiinte Socio Umane

CERTIFICATIONS & ACCREDITATIONS

July 2020: Scrum Course - certified, Udemy
July 2020: ITIL 4 Foundation Course - certified, Udemy
July 2019: Lean Six Sigma Black Belt Certification in progress – Smallpiece Trust
May 2019: Lean Six Sigma Green Belt Certification – Smallpiece Trust
March 2015: Trainer - certified by the Association for Talent Development
July 2014: Trainer - certified by ANC (Autoritatea Nationala pentru Calificari) Romania
January 2014: Certificate in Balanced Scorecard and Strategy Management, The KPI Institute
May 2014: Certificate in KPIs Management from The KPI Institute