**Radu Gabriel**

Manchester

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**PERSONAL STATEMENT**

I'm an adaptable and driven IT professional with hands-on experience as both a Cloud Engineer and Software Tester. During my time at Co-op, I advanced from a Customer Service Adviser to Software Tester and QA Analyst, which helped me develop strong analytical, documentation, and problem-solving abilities. I feel comfortable working across both support and technical teams, backed by a solid foundation in cloud infrastructure and testing practices. I honed my practical skills through an intensive cloud engineering program, where I worked with Azure, CI/CD pipelines, and automation tools like Python and PowerShell. Now, I'm on the lookout for a role where I can contribute to creating efficient, secure, and scalable solutions while continuing to grow in the ever-evolving tech landscape.

**KEY SKILLS**

* **CI/CD & DevOps**: Built CI/CD pipelines using GitHub Actions to streamline code deployment for a cloud-hosted Python project.
* **Virtualization & Containers**: Containerised web apps using Docker and deployed them in isolated VirtualBox environments for testing scalability and portability.
* **Azure Cloud**: Provisioned and managed Azure services—including VMs and storage—within a 3-tier architecture to simulate real-world hosting scenarios.
* **Databases**: Designed and deployed a MySQL backend for a Python-based bookshop application, managing queries, joins, and data integrity.
* **Collaboration:** Supported IT and customer service teams, shared knowledge, and remained dependable in high-pressure environments.
* **Problem-Solving:** Resolved complex international system issues by analysing data and overcoming communication barriers.

**EXPERIENCE**

**Microsoft Azure Cloud Engineering, Generation UK, March 2025 - July 2025, Manchester**

* Completed a 12-week full-time intensive bootcamp focused on cloud engineering fundamentals, mastering Azure services, Linux administration, and Python scripting for real-world applications.
* Configured and managed Azure resources (e.g., VMs, storage) to build scalable cloud environments.
* Wrote Python and SQL scripts to automate tasks and streamline system processes, enhancing efficiency.
* Utilized Linux CLI and Bash scripting to administer systems and troubleshoot issues effectively.
* Collaborated in team projects to deploy cloud solutions, presenting outcomes to peers and instructors.
* Developed a growth mindset, adapting quickly to new tools and solving complex technical challenges.

**WORK EXPERIENCE**

**System Support/Problem-Solver - JD Group, Manchester, Sept 2024 - March 2025**

* Investigating, diagnosing, and resolving technical software issues relating to online orders for a sports fashion retailer
* Monitored system errors using MetaPack, a delivery management platform, to track and resolve order issues and to conduct root cause analysis.
* Communicated issue status with clarity and precision throughout the resolution process, and ensured all relevant systems were promptly and accurately updated to reflect finalised outcomes.

**Quality Assurance Analyst, *Co-op Group****,* ***Manchester****,* **Jan 24 - Jun 24**

* Analysed the Co-op’s new CRM software (*Funeral Care*) to identify any issues, to ensure optimal functionality, and to confirm compliance with FCA regulations/standards
* Trained the operations team to navigate the new system and complete various tasks relating to funeral plan sales *(updating personal details/direct debit details & collecting payments*)
* Identified and documented any new issues/bugs and collaborated with the development team to find a resolution

**Software Tester (UAT), Co-op Group, Manchester, Jul 23 - Dec 2023**

* Led role in end-to-end testing of the back and front-end of the Co-op’s new CRM system
* Assessed software functionality across various phases using text scripts and compared performance against test criteria
* Raised any issues/defects found with the development team using Azure DevOps
* Retested all defects in line with agreed timelines and ensured corrective actions had achieved their desired outcomes

**Business Service (*CBS)* Agent, Co-op Group, Manchester, Nov 22 - Jun23**

* Received inbound enquiries from new/existing customers and provided accurate and useful phone guidance
* Gained FCA approval to undertake finance-related activities and developed knowledge and understanding of the implications of Wills and Power of Attorney documents
* Utilised Genesis (VoIP) platform for taking calls, operated Salesforce CRM to record and update customer information (*personal data, payment methods, & direct debit details*), and used Experian to authenticate and verify customer detail

**Electronics Tester, Ingram Micro(ITAD Services), Manchester, Sept 20 - Nov 2022**

* Completed various duties for an IT Asset Disposition company specialising in data destruction, recycling of IT equipment, and safe storage of electronics
* Utilised Blanco system to undertake large-scale data erasing and generate reports that evidenced successful destruction
* Adhered to UK Government NCSC standards and obtained certification of proof of erasure for all data-bearing assets
* Documented completed tasks to maintain a clear audit trail that was necessary for quality assurance purposes

**EDUCATION AND CERTIFICATIONS**

* Generation UK & Ireland, Manchester, Microsoft AZ-900 Juny 2025
* Alison CPD Certified, Remote, Linux for Beginners May 2025
* Association for Testing & Software Quality Assurance AT\*SQA, ISTQB June 2023
* Open Study College (GCSE English Language) Mar 2022
* Administration & Secretarial Skills Level 3 Award May 2019
* Liceul Teoretic Tudor Vladimirescu High School 2010 – Jul 2014 (Pass Diploma de Baccalaureate Equivalent to three A Levels)

**INTERESTS**

Outside of my professional development, I enjoy activities that help me relax and stay inspired. I’m an avid reader, particularly interested in books based on true stories and crime, which offer insight into human behaviour and real-life challenges. I also enjoy watching anime for its unique storytelling and creativity. To stay active, I like swimming and taking walks in the woods, where I find peace and clarity. These interests support a balanced lifestyle and encourage curiosity—qualities I bring to my work in IT.