

# Simona Popa



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<https://github.com/SimPopa>

## Summary

Actively learning HTML, CSS & JavaScript. Looking for a position as a Jr. Frontend Developer.

## Experience



### Account Manager/Brand Specialist

Amazon

May 2021 - Present (1 year 1 month +)

Key Role Tasks and Activities:

- Manage vendor relationships, negotiate contracts and execute pricing strategies.
- Identify new opportunities across a large number of brands, develop and execute project plans.
- Own the design, development, and maintenance of ongoing metrics, reports etc. to drive key business decisions.



### Service Delivery Manager

Safeguard Global

Dec 2020 - May 2021 (6 months)

Key Role Tasks and Activities:

- Accountable for managing service delivery for client accounts.
- Consistent and measured delivery of service to SLA.
- Ensuring understanding, implementation and achievement of key performance metrics associated with SLA.
- Identification and implementation of process improvements.
- Providing support to new business opportunities and service implementation.



### Account Service Delivery Manager

HCL Technologies (former Xerox)

Jun 2019 - Dec 2020 (1 year 7 months)

Key Role Tasks and Activities:

- Accountable for managing service delivery for over 50 client accounts.
- Consistent and measured delivery of service to SLA.
- Identification and implementation of process improvements.
- Providing support to new business opportunities and service implementation.



### Account Service Delivery Manager

Xerox

Feb 2019 - May 2019 (4 months)

Key Role Tasks and Activities:

- Accountable for managing service delivery for over 50 client accounts.
- Consistent and measured delivery of service to SLA.
- Identification and implementation of process improvements.

-Providing support to new business opportunities and service implementation.



## **Operations Executive**

Xerox

Feb 2018 - Jan 2019 (1 year)

Role Tasks and Activities:

- Act as a centre of competence for Xerox's device management Tool Suite (MPS Tool Suite);
- Involved in multiple accounts in both UK and Global where a Managed Print Services suite is operated;

## **Education**



### **Școala informală de IT**

Front-end Web Development (JavaScript)

Jan 2022 - May 2022

HTML, CSS, JavaScript + Advanced, ReactJS



### **Universitatea „Alexandru Ioan Cuza” din Iași**

Psychology

2011 - 2014

## **Licenses & Certifications**



**Agile Foundations** - LinkedIn



**Transitioning from Waterfall to Agile Project Management** - LinkedIn

## **Skills**

Cascading Style Sheets (CSS) • HTML • JavaScript • Agile Methodologies • Microsoft Excel • Time Management • Written Communication