

Adrian Urdar

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Project Management Professional | Product Management | Senior Management | User Experience | Customer Success

B.B.A.-level educated Management Professional with a broad set of skills applicable across different sectors and roles. Having a decade's experience in Sales can deal with business, financial and public institutions all over the world, performing well in high-pressure, competitive environments. An enthusiastic achiever with a solid background in promoting products and services combined with outstanding academic results. Well-rounded, multilingual, culturally aware professional with a unique ability to relate to diverse populations with various backgrounds. Highly skilled in solving social and business problems for clients and other stakeholders. Committed to creating products that are improving life quality on the individual and social levels.

CORE COMPETENCIES AND ACHIEVEMENTS

- **PMP Certified.** Earned a PMP certification from the Romanian Ministry of Labor and Social Justice, recognizing the skills to reorganizing systems, turning strategic vision into tangible goals, and ensuring effective and agreed outcomes, while balancing various project constraints.
- **Advanced knowledge of Social and Economic Management.** Earned a B.B.A. Degree in Business Administration from the Faculty of Economic Sciences, Transylvania University of Brasov, Romania. Additional knowledge of social and business psychology as well as sales, macro and micromanagement.
- **Tourism Manager.** Having the skills of managing any business in the Hospitality Industry Licensed by the Romanian Ministry of Regional Development, Public Administration and European Funds - 2012.
- **Corporate Trainer.** Being able to train employees and help them develop skills that will help the companies they work for. Licensed by the Romanian Ministry of Labor and Social Justice - 2019.
- **Sales Expert.** Managing all aspects of sales. Exceptional abilities to forge new client relationships while developing and maintaining existing ones.
- **Proven Success in Market Expansion.** Leading the efforts in creating and pioneering a scholarship management tool for scholarship providers in the United States.
- **Keen Attention to Detail.** Accurate, reliable, and diligent. Always complete projects/tasks within budgets and schedules. I can handle any ongoing challenges. Excelled in academic research and business writing.
- **Dynamic Communicator and Stellar Negotiator.** Negotiated and closed numerous high-value deals. Prospecting in over 15+ countries, being exposed to a variety of cultures. Fluent in English.
- **Systems Utilization and Technology Skills.** Working programming knowledge, automation tools, and JIRA/Confluence. Proficient use of Windows and Mac operating systems, well versed with MS Office Suite (Word, Excel, PowerPoint) and G Suite.

PROFESSIONAL EXPERIENCE

Product Manager

ScholarshipApp, Remote

2019 - Present

Working with Development, User Experience, Support, Sales, Marketing and other teams to define product requirements and drive the shape and functionality of the product. Responding to customer situations and assessing enhancement requests and requirements against business needs and long-term priorities. Interpreting business backlog requirements into tangible and deliverable stories that engineering and creative teams can build upon. Managing the product backlog and agile release planning. Grooming the backlog enabling revenues and business opportunities. Being the Subject Matter Expert for the teams and wider business. Performing with QA resource user acceptance testing and parallel run testing. Jira/Confluence maintenance. Acting as the Product Owner in an Agile Environment.

IT Consultancy Activities

Adrian Urdar PFA, Brasov, Romania

2019 - Present

Consulting businesses on strategic product development and in developing high performing, multinational teams. Helping start-ups to leverage technology and the positive impact it creates in business transformation and process improvement.

Customer Success Manager

ScholarshipOwl.com, Remote

2017 - Present

Managing a product's entire service and support. Leading a support team to service over 4.3 million users, analyzing customer health metrics and gathered other feedback through Zendesk, Web, and Messenger. Organizing and developing a help-desk system (from scratch) that was utilized to measure KPIs and that reached a customer satisfaction level of 92%+.

Business Development Manager

Marketing Research Solutions, Bucharest, Romania

2014 - 2017

Acting as a Subject Matter Expert for the assigned portfolio of services. Owning the growth strategy for the assigned portfolio of services, and working closely with the technical team, as well as with the marketing team to define and implement the agreed action plans. Performing market segmentation in order to identify the most attractive prospects. Defining the requirements for lead generation campaigns. Planning approaches and pitches.

Business Development Representative

Marketing Research Solutions, Bucharest, Romania

2011 - 2014

Leading initiatives to generate and engage with business partners to build new business for the company. Identifying partnership opportunities. Developing new relationships in an effort to grow business and help the company expand. Maintaining existing business. Delivering compelling presentations to prospects. Conducting research to identify new markets and customer needs. Cold calling as appropriate within my market or geographic area to ensure a robust pipeline of opportunities.

EARLIER WORKING EXPERIENCE:

Convenience Store Manager - The Spar Group Ltd, Brasov, RO

Convenience Store Manager - miniMax Discount, Brasov, RO

EDUCATION AND TRAINING

CS50 Web Programming with Python and JavaScript

HarvardX (2020)

CS50 for Business Professionals

HarvardX (2019)

CS50 Introduction to Computer Science

HarvardX (2019)

Project Management Professional

Certified by the Romanian Ministry of Labor and Social Justice (2019)

Corporate Trainer

Certified by the Romanian Ministry of Labor and Social Justice (2019)

B.B.A. Courses in Economy, Tourism, Trade, and Services

Faculty of Economic Science, Transylvania University, Brasov, Romania (2008 - 2011)

Licensed in Computer Science Programming and Computer Driving License

National College of Computer Science, Brasov, Romania (2004 - 2008)