



# CORDAS RALUCA

Network Administrator - Wipro Technologies

Age 32 from Bucuresti, not married

## Contact details

---

**Email:** [raluca1686@gmail.com](mailto:raluca1686@gmail.com)

**Tel:** +40727725748

**Address:** Bucuresti

## About me

---

The possibility of permanent learning, self-improvement and working with people.

## Professional experience

---

### Experience by departments

Finance / Accounting: **3 years and 7 months**

IT Hardware : **1 year**

Translations : **1 year and 1 month**

Client Service / Call Center: **3 years and 4 months**

Tourism / Hotel staff: **2 years and 1 month**

Education / Training / Art: **6 months**

Marketing: **10 months**

### Jul 2018 - present

1 year and 1 month

#### Network Administrator - Wipro Technologies

Bucharest | IT Hardware | IT / Telecom

Technical support on Level 1 by email, phone and chat for users speaking French, Italian, English and back-up for Spanish also.

### Mar 2017 - Apr 2018

1 year and 2 months

#### Credit Management Officer - Molson Coors

Bucharest | Finance / Accounting | Food and Drinks

Analysing the daily orders to decide if they can be delivered or not to the customers, depending on few criteria and on their payment history. The second step is contacting by phone the customers whose orders cannot be released right away, for a payment arrangement. In my opinion, this activity combines perfectly some knowledge of order management with the cash collection specifics.

Additionally, we often get in contact with the Logistics, Sales, Telesales or Finance teams, as we represent the connection between the customers and the other departments.

The project involved the training on the job, in Montreal, Canada, during the months of May and November

2017, as we had to learn the particularities of the process on the spot and write down the work procedures.

Upon my return from the first training in May, I started helping the local team by performing their main task (as agreed during the formation stage), so they can focus on other urgent activities. Since my new colleagues from Bucharest were hired, I also started handing them over the knowledge I had acquired.

I still continue to do so as I believe everyone from our team should get to the same level of knowledge and we should all work together to standardize the process.

The job requires fluent English and French as we work for the Quebec market.

#### Acquired skills and knowledge:

SAP, Cisco, Microsoft Excel, Microsoft Outlook

### Aug 2016 - Aug 2017

1 year and 1 month

#### Translator - Avatar

Bucharest | Translations | Arts / Entertainment

Translating TV subtitles from English to Romanian for TNT and Paprika TV channels, as a collaborator.

**Aug 2016 - Aug 2017**

1 year and 1 month

**Translator - BTI Studios**

Bucharest | Translations | Arts / Entertainment

Translating TV subtitles from English to Romanian for the Discovery channel, as a collaborator.

**Apr 2016 - Feb 2017**

11 months

**Order Management Representative - Genpact Romania**

Bucharest | Finance / Accounting | Pharma

Since April till September, I worked as Senior Process Accounts Payable and tasks were mainly invoice processing in a timely and accurate manner, checking the financial documents (invoices/ bank statements/ credit notes) received from the local desk and offering support to our providers by e-mail or phone, for a French-speaking market.

Additionally, I was preparing daily, weekly and monthly reports for quality check, pending invoices and GR/IR (goods-receipt/invoice-receipt report). I was also a back-up for English-speaking markets, offering support by e-mail or phone.

Since September, I got moved on Order Management process, within the same project, I am processing orders, respecting the agreed procedures and dead-lines and also offering support to our clients by e-mail or phone, in English and French.

**Acquired skills and knowledge:**

Microsoft Excel, SAP ERP

**Feb 2016 - Jul 2016**

6 months

**Translator - Rabindranath Tagore Foundation**

Bucharest | Education / Training / Art | Education / Training

As a collaborator, I have translated from English to Romanian and from French to Romanian the subtitles for the movies presented during the film section of Namaste India Festival 2016 at Elvira Popescu, the cinema of French Institute from Bucharest, between 24-29 of May 2016. Two of these movies have been projected on International Embassies Festival, the edition held between 2nd-4th of September 2016.

I also translated the film projected at the Village Museum for the same edition and I took care of synchronizing the subtitles for each production.

Besides, I have translated the presentations of cultural events held during the festival and the video interviews with the artists that have performed at the Festival, special guests of Matei Georgescu on TVH channel. The materials were published in "Valori perene in educatie", Spiru Haret publishing house, launched during the 2016 edition of Gaudeamus fair.

The purpose of Namaste India Festival is promoting the Indian culture and traditions, bringing this exotic subcontinent closer to Romania.

**Feb 2014 - Jul 2015**

1 year and 6 months

**Senior Process Associate Accounts Receivable - Genpact Romania**

Bucharest | Finance / Accounting | Financial / Banking

Manual and automatic cash application, following the specific procedures and details received from the client. In the same time, I was dealing with another complementary process- daily research of the necessary information in order to explain why certain payments haven't been applied yet. This helped improving individual and collective performance, in terms of productivity and quality.

Additionally, I was preparing certain reports and illustrate them by graphics in order to show the monthly team performance and identify the potential possibilities to better accomplish our tasks.

For the month of July 2015, I have organized and promoted internally the monthly campaign of Corporate Social Responsibility for collecting clothes, which have been donated to the Association „Sansa Ta”, dedicated to homeless people.

Benefits: medical insurance, meal tickets, discounts for certain products commercialized by partner sites of GENPACT, bonuses according to performances, flexible schedule, continuous training classes, business laptop.

**Nov 2014 - Nov 2014**

1 month

**Translator - Study Portals**

Bucharest | Translations | Education / Training

Translating several articles about academic education from English to French, in order to be published online.

### Sep 2013 - Jan 2014

5 months

#### HR Adviser - EBS Société Générale (part of BRD group)

Bucharest | Client Service / Call Center | Call-Center / BPO

HR support by e-mail and phone for BRD employees, in HR field, on French. This determined duration project concerns the yearly evaluation of each employee, according to the actual legislation.

I learned working in EDM and Brahms- documents administration programs, used by some companies for maintaining the employees evidence.

Cristina Herisanu- manager

Benefits: medical insurance, meal tickets, discounts for the products promoted by partner sites of BRD, bonuses according to performances, flexible schedule and continuous training.

### Oct 2011 - Oct 2013

2 years and 1 month

#### Tourism agent - Desti-nations

Bucharest | Tourism / Hotel staff | Tourism

Maintaining a good communication with the agency's providers (hotels, restaurants, museums etc), reserving hotel rooms or calculating the price for the plane tickets, promoting the agency's sites on Facebook and finding partners for link exchanges, planning trips or translating tourism articles about Romania in French and English, for promoting this destination.

Translation of the company's site from french to English, new contacts acquired as partners and providers.

Paul-Etienne Bounon- General Manager

Benefits: flexible schedule, work from home.

### May 2007 - Mar 2010

2 years and 11 months

#### Customer agent - Webhelp Romania

Bucharest | Client Service / Call Center | Call-Center / BPO

Commercial assistance for French speaking customers, I was representing the Customer Service of an internet provider. My job was to offer details about the available services (firewalls, antivirus, storage options), offers and internet packages, about company's technical equipment that people could purchase (USB ports, routers etc), to register the claims and respond them or send them to the Technical Service. As a commercial agent, I was also in charge of reimbursements and bonuses included in the customer loyalty programs.

Valentina Rosu- team leader

Additionally, since January 2010, I worked on another project. I was offering client assistance for a tourism agency, using an online platform allowing to customers to personalize and order their favorite trip anywhere in the world and to check any time the stage their holiday was (from the reservation of plane tickets, hotel rooms and meals until the necessary formalities for the departure- visa, health insurance and so on.) I was receiving the customers' questions or complaints and checking the reservations, searching for alternative solutions if they were not available, updating the customers' file depending on the evolution of trip and concerning its organization. The final goal was to keep the customer well informed about the stage of its reservation and solve any inconvenient situation in a tight dead-line.

Alexandra Oraca - team leader

Benefits: meal tickets, health insurance, transport assured for the night shifts, fitness pass, bonuses, trainings, flexible schedule.

### Aug 2005 - May 2006

10 months

#### Interviewer - Metro Media Transylvania

Bucharest | Marketing | Administrative / Public Sector

Interviewing people about certain subjects and writing down their preferences in order to define a market segment, door-to-door interviews or focus-groups.

I learned how to approach people and to communicate efficiently, I also learned how to orientate myself order to find easy an address or to get directions in Bucharest.

Benefits: flexible schedule.

## Education

### 2008 - 2010

#### Master's degree - Journalism and Mass Communication Faculty

Multi-media and audio-video production | Bucuresti

Faculty belonging to the University of Bucharest.

**2005 - 2008**

**Bachelor's degree - Journalism and Mass Communication Faculty**

Journalism | Bucuresti

Faculty belonging to the University of Bucharest.

**2001 - 2005**

**High School / Vocational school - "Nicolae Iorga" High School**

Social Sciences | Bucuresti

## Skills

---

### General skills

Adobe Audition, Adobe Indesign, Wordpress, Gmail

### Skills from work experience

Microsoft Excel, SAP ERP, SAP, Cisco, Microsoft Outlook

## Foreign languages

---

English - Advanced, French - Advanced, Italian - Advanced, Greek - Beginner, Spanish - Advanced

## Other info

---

### Certifications

CILS 3 - C1 - Certificato di italiano generale, Università per Stranieri di Siena

acquired on Jun 2019

Certification that attests knowing of Italian language at C1 level according to the Common European Framework.

Diplomas de Espanol como Lengua Extranjera B1, Instituto Cervantes de Bucarest

acquired on Apr 2018

Certification that attests knowing of Spanish language at B1 level (conversational) according to the Common European Framework

Excel 2013 - Intermediate-advanced

acquired on Apr 2018

National certification that attests knowing of Excel 2013 to an intermediate- advanced level.

Diplôme approfondi de langue française (DALF) C2, Institut Français de Roumanie

acquired on Mar 2018

Certification that attests knowing of French language at C2 level (native) according to the Common European Framework

Diplôme approfondi de langue française (DALF) C1, Institut Français de Roumanie

acquired on Jun 2017

Certification that attests knowing of French language at C1 level (fluent) according to the Common European Framework

IELTS Academic

acquired on Jul 2016

Language certificate, issued by the British Council of Romania, B2 level.

IELTS General

acquired on May 2016

Language certificate, issued by the British Council of Romania, B2 level.

Diplôme d'études en langue française (DELFF) B2, Institut Français de Roumanie

acquired on Dec 2015

Certification that attests knowing of French language at B2 level (advanced) according to the Common European Framework

CELI 3 - B2 - Certificato di italiano generale, Università per Stranieri di Perugia

acquired on Jul 2015

Certification that attests knowing of Italian language at B2 level according to the Common European Framework.

**Italian language course, C1.1 level**

period Mar 2015 - May 2015

Italian Institute of Culture "Vito Grasso", Bucharest (30 March- 14 May 2015)

**Italian language course, B2.3 level**

period Jan 2015 - Mar 2015

Italian Institute of Culture "Vito Grasso", Bucharest (13 January- 19 March 2015)

**Italian language course, B2.2 level**

period Oct 2014 - Dec 2014

Italian Institute of Culture "Vito Grasso", Bucharest (9 October- 16 December 2014)

**Italian language course, B2.1 level**

period Apr 2014 - Jun 2014

Italian Institute of Culture "Vito Grasso", Bucharest (10 April- 19 June 2014)

**Italian language course, B1.2 level**

period Jan 2014 - Apr 2014

Italian Institute of Culture "Vito Grasso", Bucharest (14 January- 1st April 2014)

**Italian language course, B1.1 level**

period Sep 2013 - Dec 2013

Italian Institute of Culture "Vito Grasso", Bucharest (24 September- 5th December 2013)

**Italian language course, A2 level**

period Mar 2013 - Jun 2014

Italian Institute of Culture "Vito Grasso", Bucharest (23 March- 8 June 2013)

**Italian language course, A1 level**

period Jan 2013 - Mar 2013

Italian Institute of Culture "Vito Grasso", Bucharest (6 January -6 March 2013)

**Projects**

**TTR Representant**

period Nov 2015 - Nov 2015

Representing the Ministry of Tourism in India during the Tourism Fair held between 12-15 November 2015. My responsibilities were to offer information about India, to direct the interested visitors to the specialized tour operators and to ease the communication between them and the Ministry's employees by translating the conversations from English to Romanian and the opposite.

**TIBCO Representant**

period Jun 2013 - Jun 2013

Representing the Embassy of Indonesia during the Mass Consumption Goods International Fair, held between 30 May -2nd June 2013. My responsibilities were to promote the typical culinary dishes, offering tourist information to interested visitors and facilitating the communication between the Embassy's employees and them by translating the conversations from English to Romanian and the opposite.

**Facilitation and moderation groups**

period Aug 2012 - Aug 2012

Course organized by the Loesje Association from Armenia between 19-26 August 2012 in Dilijan, Armenia

**First aid course**

period Jul 2012 - Jul 2012

Course organized by DO Great Things Association in collaboration with ZIFT between 13-19 July 2012 in Kars, Turkey

**Communication training - "Implication, learning, inovating - the borders of knowledge" project**

period Oct 2010 - Oct 2010

Training organized by the National Authority for Youth and Sport between 17 - 24 August 2010

**Public participation training**

period Oct 2010 - Oct 2010

Training organized by Youth in Action at Predeal between 12 - 17 October 2010

**Volunteering**

## **Namaste India Festival**

period May 2015 - Sep 2015

Writing themed articles, translating other ones from French to Romanian, taking photos during the festival from 2015. I also translated entirely the festival's website from Romanian to French and some other articles from English to Romanian and French.

## **ARTmania Festival**

period Aug 2011 - Aug 2011

Performing different activities (tickets point, communication with the public, administrative tasks) for ARTmania Festival, Sibiu between 13-15 August 2011

## **Volunteer and team leader for plantation actions**

period Nov 2010 - Aug 2012

Volunteering for the NGO Viitor Plus, Bucharest, between 5 November 2010-20 August 2012

## **Resistance camp in Retezat National Park against the construction of Route 66A, organized by Agent Green**

period Jul 2010 - Jul 2010

Volunteering for AgentGreen as photographer, responsible with writing press releases and taking care of the team's resources. The event took place between 18-31 July 2010

## **Plantation in Piatra Craiului, organized by Agent Green**

period May 2010 - May 2010

The event took place between 13-18 May 2010

## **anim'est festival**

period Oct 2008 - Oct 2008

anim'est is the most important cartoon festival in Western Europe. I've been responsible with the Information point. The festival took place between 3-12 October 2008

## **Fotografa.ro- online photography magazine**

period Oct 2008 - Oct 2009

Taking interviews to Romanian and foreign photographers in order to publish them in the magazine.

## **Practice in SRR**

period Jun 2007 - Jul 2007

Internship at SRR- Societatea Romana de Radiodifuziune between 25 June--25 July 2007

## **Practice in the Active Watch**

period Mar 2007 - May 2007

I've been doing practice in this press monitoring association between 10 March-10 May 2007

## **Psihomagazin**

period Oct 2006 - Oct 2007

Writing and correcting articles for Psihomagazin, a student psychology magazine; between 31 October 2006-31 October 2007

## **Trainings**

### **Introduction course in speleological photography- "Painting in the dark"**

period Apr 2010 - May 2010

Course organized by the National Society of Speleology, Rock Stone in the Apuseni Natural Park between 27 April - 2 May 2010

### **Photography course**

period Oct 2007 - May 2008

Course divided in two parts, organized by Casa de Cultura a Studentilor, Bucharest (16 October 2007-31 May 2008)

### **Fast reading course**

period Sep 2006 - Nov 2006

Course organized by Infospeed, Bucharest between 15 September - 7 November 2006