

# Gheorghe Bidiac

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## **Summary**

A bright, adaptable, self-motivated Senior Process Executive with IT background is seeking for an appropriate role in a financial or IT environment.

The best strengths are the team spirit, autodidact, deadline oriented and the ability to clearly and accurately present complex technical solutions. Able to work under pressure and after-hours if required.

Inspired when achieving client's satisfaction

## **Key achievements**

- learnt the role of transaction specialist from the scratch
- achieved remarkable results which led to promotion from validator to auditor position within a short period of time
- awarded with certificates for perfect attendance
- have one of the best results for quality and productivity within the team
- as recognition of processes knowledge was chosen as trainer for inexperienced staff and staff from other teams.
- nominated as Delivery Excellence Lead

## **Work history**

04/2017 to present **Senior Process Executive**

**Infosys BPM** – Dublin, Ireland

- worked as part of the team in a fast-paced environment to achieve customers and partners satisfaction.
- identified and escalated issues appropriately
- composed thoughtful and accurate messages or customized prepared responses to customer emails
- reviewed cases logged in queue
- checked enterprise and academic orders, contracts, signature dates, compliance dates to activate agreements and created new purchase orders through the internal tools and programs.

09/2008 to 08/2015 **Computer Systems Specialist**

**Sole trader** – Chisinau, Moldova

- assembled, configured and sold PCs, taking into consideration customer's technical and financial specifications.
- accurately estimated time and materials costs for projects.

- consistently assumed additional responsibilities and worked extended hours to meet project deadlines.

09/2005 to 09/2008 **System Administrator**

**Europa Trust** – Chisinau, Moldova

- Installed, rebuilt and configured hardware, peripherals, services, settings, directories, storage, etc
- Performed daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media
- Supporting staff using remote access technologies when required

## **Education**

- 2018 **BSc(Hons) IT management** (*ongoing*)
- 2017 **Business Innovation Foundations** (*Lynda.com*)
- 2017 **Developing a Competitive Strategy** (*Lynda.com*)
- 2016 CCNA Course – **Network Engineering** (*Dublin, Ireland*)
- 2005 Honors Bachelor, NFQ Level 8 (equivalent): **Computer Science** (Moldovan State University, *Chisinau, Moldova*)

## **Spoken languages**

**English** – *fluent*

**Romanian** – *native*

**Russian** – *native*

## **Skills**

- |                   |                        |
|-------------------|------------------------|
| - patient         | - goal oriented        |
| - attentive       | - adaptable learner    |
| - very organized  | - tenacious            |
| - time management | - attention to details |