

PERSONAL INFORMATION

Brindusa Leonte



📍 Hatman Sendrea Nr 31, 700613 Iasi (Romania)

☎ (+40) 751026187

✉ brindusa.leonte@gmail.com

WORK EXPERIENCE

1 Jan 2015–Present

Project Manager

Harte Hanks, Iasi (Romania)

- Lead the planning and implementation of projects
- Define project tasks and resource requirement
- Establish team capacity, targets and quality objectives
- Allocate effectively team resources per program according to needs
- Develop detailed project plans to monitor and track progress
- Coordinate the management team into achieving objectives
- Provide directions and support
- Assist in project documentation creation, review and update
- Troubleshoot client issues and escalate as required - level 2 escalation point
- Develop process improvements to enhance overall data quality
- Manage the project reporting
- Establish and maintain good relations with clients
- Ensure the global steering of the project
- Actively participate in briefing meetings, configuration meetings, status meetings

1 Oct 2012–31 Dec 2014

Data Entry Team Leader

Harte Hanks, Iasi (Romania)

- Direct management of Data Entry and Enhancement agents working in CRM Siebel supporting clients from Latin America
- Lead the team in assessing client needs
- Manage requirements and baseline releases
- Maintain control of the team, periodic analysis in order to maintain productivity and quality of work
- Provide a constant level of performance of the team by drawing direction, setting smart goals, activity monitoring and evaluation of performance of team members
- Ensure that tasks are properly prioritized and distributed among the team
- Create, enhance and track workflows for increased efficiency and improved communication and workflow inside the team and to client
- Train, motivate, monitor and evaluate team members
- Provide time and human resources estimates based on client requirements
- Add all tasks into timeline - with description and time allocation
- Participate in recruitment processes

1 Nov 2011–30 Sep 2012

Trainer/QA

Harte Hanks, Iasi (Romania)

- Data management and quality assurance of internal and external data
- Draft quality assurance policies and procedures
- Interpret and implement quality assurance standards
- Document internal audits and other quality assurance activities
- Analyse data to identify areas for improvement in the quality system
- Prepare reports to communicate outcomes of quality activities
- Evaluate audit findings and implement appropriate corrective actions
- Involved in testing activities; testing and development of database tools and application
- Support daily activities by addressing any system issues as they arise
- Design and implement new features by finding the optimum solution to a given problem or

specification

- Write T-SQL scripts to manipulate data for data loads and extracts
- Manipulate, cleanse and process large data sets using Excel, Access and SQL

16 Feb 2007–31 Dec 2010

Data Entry Specialist

Harte Hanks, Iasi (Romania)

- Expert in data entry and data maintenance process in CRM Siebel
- Data verification by reviewing, correcting, deleting or re-entering existing information; combining data from different sources when client information is incomplete.
- Contribution to team efforts by accomplishing related results as needed.

EDUCATION AND TRAINING

1 Sep 2008–30 Jun 2010

Public Relations & Advertising Master

Alexandru Ioan Cuza University, Iasi (Romania)

1 Aug 2007–1 Mar 2008

Communication, Journalism and Related Programs

Universitat Autònoma de Barcelona, Barcelona (Spain)

1 Sep 2005–30 Jun 2008

Foreign Languages/Journalism Bachelor's Degree

Alexandru Ioan Cuza University, Iasi (Romania)

PERSONAL SKILLS

Mother tongue(s)

Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Spanish	C2	C2	C2	C2	C2
English	C1	C1	C1	C1	C1
French	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Excellent communication skills gained through my experience as Project Manager; actively involved in calls, conferences and daily meetings with the clients and other management teams
- Excellent presentation and negotiation skills
- Written and verbal communication skills (built up through documentations, PPT presentations, report

Organisational / managerial skills

- Leadership - currently, responsible of 7 Data Entry and Enhancement Teams located in 4 different centers: Romania, China, Philippines, United States
- Skilled at evaluating options and generating solutions
- Able to coordinate several tasks simultaneously
- Able to handle challenges, with proven history of increased productivity (delegated to implement new projects and processes in our centers located in China and Philippines)

Job-related skills

- Quick learner, keen to learn and improve skills
- Ability to work well under pressure
- Strong customer service skills

