

# Radu Cîrcei

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## WORK EXPERIENCE

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### Weasweb PFA Contract - Client: CELUM

**Dec. 2025 – Present**

*Remote*

#### *DevOps Support Engineer*

- L3 operational support for a DAM platform; partner + enterprise customer escalations; cloud (Azure/AKS) + on-prem.
- Troubleshooting across AKS/Kubernetes, Docker, and Linux: service health, config, connectivity, incidents.
- Observability + diagnostics: Grafana, logs, API analysis (Swagger, Postman); root-cause isolation and escalation decisioning.
- Internal engineering items: bug reports / feature requests / support requests with reproduction steps, evidence, impact, and acceptance criteria.
- Operational requests: environment lifecycle (e.g., test env retirement), access provisioning.
- Data/integration triage: SQL (Azure SQL / SQL Server flavour) + API validation (payloads, schema expectations, auth/access patterns); Jira/Confluence workflows.

### Steelcase

**Feb. 2024 – Present**

#### *Service Desk Analyst – Level 2*

*Hybrid: Cluj-Napoca*

- Consistently ranked top performer on North America support team.
- Led security incident response: investigated phishing campaigns, stopped a live intrusion attempt, updated escalation workflows, and delivered Security Onboarding sessions for new hires in Cluj.
- Initiated and led an AI chatbot project (RAG-based assistant surfacing ServiceNow KB in Teams): built MVP, documented 3-phase rollout plan, and coordinated ongoing development.
- Proposed and delivered process improvements (phishing workflow changes, DL/SG provisioning automation, alert/incident management optimization); participated in monthly on-call rotation.

### Electronic Arts - BioWare

**Oct. 2022 – Sept. 2023**

#### *QA Tester      Star Wars the Old Republic*

*Remote*

- Supported 3-month release cycles for seasonal game updates through regression, feature, black-box, A/B, and compliance testing.
- Automated repetitive test setup tasks with batch scripts, reducing preparation time from hours to minutes.
- Collaborated with distributed development and compliance teams across Disney, EA, and BioWare.

## PROJECTS

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### Tresor – Homelab Infrastructure

- Implemented and maintain a Debian 12 homelab using Ansible, Docker, Traefik, and Cloudflare Tunnel with focus on reproducibility, security, and zero-touch automation.
- Architected isolated network segments: LAN-only stack (Grafana, Prometheus, Jellyfin, File Browser) and internet-facing services via Cloudflare Tunnel + Traefik with no exposed ports.
- Applied IaC principles throughout: all provisioning and deployments handled via Ansible, with full documentation in Joplin. System maintains >99% uptime.

### AI Chatbot (Steelcase)

- Built an MVP RAG-based assistant (SharePoint PDF source + Copilot Studio) to surface ServiceNow knowledge base articles directly in Teams, improving support team efficiency.
- Designed and documented the full lifecycle: from high-level architecture to 3-phase rollout plan and automated testing via DirectLine API. Coordinated cross-team integration and iterative development.

## OTHER SELECTED PROJECTS

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- **Life-Scheduler – Daily task automation system using Python, GitHub Actions, and Trello Butler.** Manages personal workflow end-to-end; in continuous daily production use.
- **Portfolio website with secure contact form – Cloudflare Pages site with CF Worker → AWS SES pipeline for form submissions.** Implemented Turnstile CAPTCHA and full DNS/mail authentication (SPF, DKIM, DMARC). Live at raduhhr.xyz.
- **Spam-Ham Email Classifier** Applied 4 ML classifiers (Logistic Regression, Decision Tree, Random Forest, Gradient Boosting) to UCI Spambase dataset. Produced comparative metrics (ROC curves, precision/recall) and visualizations.
- **Express REST API** Full-stack project with Express backend, JSON Server, and vanilla JS frontend for managing music track database with filtering and CRUD operations.

## SKILLS

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- **Infrastructure & Automation:** Linux (daily driver), Ansible, Docker, IaC principles, GitHub Actions
- **Cloud & Networking:** Cloudflare (Pages, Workers, Tunnel), AWS (SES, S3), DNS/mail authentication (SPF, DKIM, DMARC), WireGuard, VLANs
- **Enterprise Tools:** Active Directory, ServiceNow, SCCM/MECM, Intune, Exchange admin, Cisco ISE, Jira, Confluence, Azure DevOps Boards
- **Monitoring:** Grafana, Prometheus, Uptime Kuma, Darktrace, Fortimail, incident response
- **OS:** Linux (Debian 12 homelab, Mint workstation), Windows, macOS
- **Programming & Scripting:** Python, Bash, Basic SQL, Basic C
- **Working Methods:** Agile sprints, documentation-first approach, process improvement, on-call rotation experience

## EDUCATION

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Facultatea de Științe Economice și Gestiunea Afacerilor

*B.S. Economic Informatics*

Cluj-Napoca

*(Part-Time)*

Thesis: Infrastructure-as-Code Homelab for DevOps Exploration (Tresor)