/ CONTACT DETAILS

We as web
Office@weasweb.com
>> www.weasweb.com

/ JOB-RELATED SKILLS

- 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

/ LANGUAGES

- Romanian - Native
- English - Advanced

/ EDUCATION

Expected graduation: 2026
- Faculty of Economic Sciences and Business Administration
- Economic Informatics

/ WORK EXPERIENCE

SERVICE DESK ANALYST – LEVEL 2

Sept. 2021 – Present
- 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 contributed to corporate security procedures. Delivered Security Onboarding sessions for all new hires in Cluj.
- Initiated and led an AI chatbot project (RAG-based assistant surfacing ServiceNow KB in Teams). Built MVP, documented 3-phase implementation plan, and coordinating ongoing development.
- Proposed and delivered multiple process improvements (phishing workflow changes, DL/SG provisioning automation, alert management optimization).
- Daily exposure to enterprise infra: Active Directory, ServiceNow, Jira, Confluence, Azure DevOps Boards, Exchange admin, SCCM/Intune, Cisco ISE, Darktrace, Fortimail.
- Participate in monthly on-call rotation for critical incidents.

QA TESTER

Oct. 2020 – Sept. 2021
- 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

Project 1.
Tresor – Production 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 monitoring 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.
- Planned expansions: automated backup system (rsync), CI/CD pipeline for infrastructure code with linting.

Project 2.
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. Currently coordinating cross-team integration and iterative development.

Project 3.
- Life-Scheduler – Daily task automation system using Python, GitHub Actions, and Trello Butler. Manages personal workflow end-to-end; in continuous daily production use.

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/ PROJECTS

Project. 4.
- 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.

Project 5.
- 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.

Project 6.
- 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.