Radu Cîrcei

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WORK EXPERIENCE

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 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 coordinate 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.

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

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.

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.

OTHER SELECTED PROJECTS

• **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

• **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

Facultatea de Științe Economice și Gestiunea Afacerilor   *Cluj-Napoca*
B.S. *Economic Informatics*   *(Part-Time)*

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