

## WORK EXPERIENCE

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### Steelcase

Service Desk Analyst – Level 2

Feb. 2024 – Present

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 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.

### Electronic Arts - Bioware

QA Tester      *Star Wars the Old Republic*

Oct. 2022 – Sept. 2023

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 – 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

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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)