
MIHAI MOSCALU

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ANALYST

Innovative, results oriented analyst with a passion for building relationships and exceeding client and management expectations. Having extensive experience in, not only identifying the needs of corporate customers through analytics, but working in synergy on an interpersonal level to create a unique action plan best suited for their accounts. Practices in clarifying business requirements, performing gap analysis, and designing process and system improvements to increase productivity.

- ▶ Innovative
- ▶ Entrepreneurial
- ▶ Strong Interpersonal Skills
- ▶ Strategy & Planning
- ▶ Highly Analytical
- ▶ Increase Profitability
- ▶ High Adaptability
- ▶ Self Starter
- ▶ Magnetic Personality
- ▶ Pro-Active & Hands-On
- ▶ Consulting Style Account Management
- ▶ Business Process & Analysis
- ▶ Well Organized
- ▶ Engaging Presenter

EXPERIENCE

ACCOUNT MANAGER, SPECTRA ENERGY – 2013-PRESENT

Manage and Analyze customer accounts on Spectra Energy's largest and most complicated pipeline; Texas Eastern. Primary point of contact for any issue in relation to new and existing customers. Data Analysis of Measured, Scheduled, and Allocated Quantities, Pipeline Integrity and Flow, Imbalance Management, and Invoice Reconciliation. Assist customers with developing transportation and storage utilization strategies that can be implemented within their respective contractual entitlements. Discuss contract entitlements, rates, and utilization.

- ▶ Streamlined analysis of customer accounts, leading to greatly increased account manager efficiency.
- ▶ Identified erroneous information on online Currently Available Capacity Map; Developed solution through research & analysis. Implementation of my solution increased customer satisfaction.
- ▶ Created key procedures to effectively manage customer accounts, streamlining and reducing learning curve for new and existing hires.
- ▶ Selected by senior manager as first point of contact for all new customers.

CUSTOMER RETENTION ANALYST, CANRIG – 2013-2013

Promoted internally to identify and solve key customer retention issues. Interacted frequently with senior management and top company executives, presenting Data Analysis and proposed action plans. Used Research and Data Analysis to reduce corporate waste within the customer service department by increasing the efficiency of training, retention rates, and quality of work. Supported management in recognition of strengths and weaknesses of post restructured department to further improve departmental efficiency.

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- ▶ Through analysis, discovered primary reason customer retention was dropping - poor customer service.
- ▶ Increased customer service department efficiency by restructuring employee schedule, based on call volumes throughout the day. Increasing the amount of employees when call volumes were high, in order to have maximum coverage with the least amount of employee downtime.
- ▶ Increased revenue by increasing customer satisfaction. Fewer unanswered calls led to greater customer satisfaction, which in turn led to a reduction in customer loss.
- ▶ Increased employee morale by reducing workload.

EQUIPMENT CONDITION MONITORING ANALYST, CANRIG – 2011-2013

Monitored customer capital equipment remotely. Used data research and analysis to catalogue strengths and weaknesses of equipment. Responsible for monitoring millions of dollars worth of equipment on 130 Nabors Drilling International rigs. Kept customer/vendor data up to date in SAP to assist Inside Sales.

- ▶ Identified that 90% of failures occurred due to electrical issues - I advised management on using Over-Molded cables to greatly reduce connectivity issues.
- ▶ Developed training material for, efficiently tracking issues, and using analysis to predict equipment issues before they happen. Reduced learning curve for new and existing hires.
- ▶ Increased company revenue by decreasing capital equipment downtime through the implementation of pro-active maintenance.

EDUCATION

WEST VIRGINIA UNIVERSITY, MORGANTOWN WV – B.A. ECONOMICS, 2010