



# Razvan-Daniel Negrila

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**Gender**: Male **Date of birth**: 20/06/1995 **Nationality**: Romanian

## WORK EXPERIENCE

[ 01/03/2024 – Current ]

### Site Reliability Engineer II

#### *Microsoft Romania*

**City**: Bucharest

**Country**: Romania

- analysis of the incident reported by the customer
- analysis of the system and software where the problem occurred
- determination of the type of incident (break/fix or advisory)
- determining the impact on the client's activity
- determining the customer's expectations related to the functionality or efficiency of the computer system and/or software.
- collection and analysis of data about the customer's environment and how to use the software
- identification of possible solutions within available profile resources (previous experiences, technical blogs, internal technical resources)
- developing new solutions that are reached by analyzing customer data, reproducing the problem and potential solutions in a test environment
- presentation of possible solutions and ways of implementing them in the client/ software environment or adapting the customer environment or service to avoid the problem
- determine based on the reproduction of the problem in a test environment if it is a product defect or a product design element
- responsible for professional development through own study, mentoring with senior colleagues and participation in trainings and obtaining relevant certifications
- mentor for junior colleagues and delivers educational sessions in his specialized areas
- develops and maintains a network of internal contacts through which it can solve complex problems involving several technologies
- Understanding trends in the IT market, Microsoft products and competition as a whole for the purpose of a relevant dialogue with the customer
- Active participation in various initiatives such as: projects in academia, recruitment, conferences, etc.
- Publication of technical documentation in its own specialized area
- Compliance with all Microsoft's internal policies and procedures

[ 15/06/2022 – 29/02/2024 ]

### Site Reliability Engineer

#### *Microsoft Romania*

**City**: Bucharest

**Country**: Romania

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[ 23/03/2022 – 14/06/2022 ]

### **Operational IT Risk Analyst**

#### ***Societe Generale Global Solution Centre***

**City:** Bucharest

**Country:** Romania

Ensure the establishment and proper implementation of Level 1 Permanent Controls (L1C) process on the Global Technology Services (GTS) perimeter:

- Manage access rights for different tools used in the process of permanent control
- Create new permanent supervision controls and update existing ones
- Adapt control plans to Library of Normative Controls (LNC)
- Prepare and follow permanent control campaigns
- Quality assurance of control evaluations
- Follow-up on anomalies and associated action plans
- Create and update the activity monitoring dashboards
- Follow-up on Audit & Level 2 Control (L2C) recommendations and update the controls
- Provide specific analyses/support on an ad-hoc basis to help Operational Risk Managers (ORM) in data crunching and analysis

[ 22/11/2020 – 22/03/2022 ]

### **Support Desk Engineer**

#### ***Stefanini Romania SRL***

**City:** Bucharest

**Country:** Romania

Providing support to clients (via email and phone) regarding technical issues:

- password reset, Internet connectivity issues, emailing options etc.;
- Logging remotely to client's computer and help them solve software issues;
- Documenting issues that you deal with on a daily basis into the ticketing system;
- Troubleshooting hardware, software and network related issues;
- Escalating problems to the next level of support when necessary;
- Help the client with all the necessary information.
- Monitoring unassigned tasks and vouchers (incidents, service requests);
- Assisting the coordinator of operations with urgent tasks.
- Offering Ticket Support for colleagues
- Motivated to learn new information;
- Ready to acquire new skills (communication skills, technical skills etc.);
- A team player that shows Adaptability Flexibility and perseverance in managing a good working relationship with clients and colleagues;
- Willingness to help people in having continuity in their computer-based activity;
- Able to communicate problems/issues to customers in a non-technical manner.

[ 15/09/2019 – 17/11/2020 ]

## **Customer Service Analyst**

### ***Automobile Dacia SA***

**City:** Mioveni

**Country:** Romania

Ensure the smooth development of spare parts shipments and the quality of services provided to customers. Act as an interface between international clients (branches and importers) and central warehouses/services in France. Serve as the point of contact for portfolio clients (branches and importers) in all logistics matters. Manage sales administration activities for their client portfolio:

- Place orders
- Ensure order registration: stock, urgency, immobilized vehicles/DIC treatment, and monitor timely dispatch
- Coordinate and monitor warehouse activities in France related to order preparation
- Perform administrative and customs operations
- Invoice portfolio clients
- Handle transport rental
- Monitor shipments
- Prepare and send documents to clients Encourage interventions in the logistics flow (supply, French warehouses, transporters) to ensure goods are dispatched according to contractual terms. Assist and advise external and internal clients in resolving issues/difficulties:
- Address logistics or commercial problems
- Analyze dysfunctions Initiate transport organization orders for portfolio clients.
- Adhere to international trade procedures and regulations, especially those related to hazardous materials transportation.

Use the following tools for analysis and reporting:

- Spotfire (Client Card, Service Fee, PVI Reference, etc.)
- COM Planning and Transport Reporting Ensure tracking and aging of order lines. Guarantee progress actions related to optimizing flows and procedures between spare parts and accessories warehouses in France, CEC, clients, and the region. Analyze various activities (volumes, monitoring activity in specific countries, service fees, etc.)

[ 28/02/2019 – 14/09/2019 ]

## **Team Leader**

### ***Webhelp Romania***

**City:** Bucharest

**Country:** Romania

Direct manager of a team of Client Advisors

Responsibilities:

Project management:

- preparing daily and monthly reports for the final client (from France) and for ensuring project management;
- participation in conferences with the final client (from France), making supports for presentations for conferences (Power Point, Excel);
- ensuring the means and resources necessary to deal with the workload (presence of advisers, availability of technical means and work applications);
- real-time and remote piloting of production
- performing the timekeeping for counselors;
- examination of candidates for recruitment (language skills - French - technical and commercial); - -punctual alerts to the final customer and to the direct manager;
- relevant proposals and suggestions for improving the project results;
- maintaining one's competence;
- fixing individual objectives for team members and support for achieving them (conducting and supporting trainings, individual coaching, qualitative analysis, etc.);

[ 31/10/2017 – 28/02/2019 ]

## **Continuous Improvement Department Expert (SWAT Team)**

### ***Webhelp Romania***

**City:** Bucharest

**Country:** Romania

- assisting the advisors and establishing a development plan together with the team leader
- support to achieve the objectives of advisors (conducting and supporting trainings, individual coaching, qualitative analysis, etc.);
- handling cases to help the productivity of different projects, with fixed objectives to be achieved and deadlines to be met;
- ideas to improve procedures, client speeches and set organization;

[ 31/08/2017 – 31/10/2017 ]

## **Customer Advisor**

### ***Amoma SRL***

**City:** Bucharest

**Country:** Romania

- Commercial assistance in the field of tourism (online hotel reservations) for customers around the world, provided through Mail and call

[ 30/10/2014 – 29/08/2017 ]

## **Client Advisor**

### ***Webhelp Romania***

**City:** Bucharest

**Country:** Romania

- Technical and commercial assistance in the telecom field for customers in France, provided via Mail, Chat, Instant Messaging and Call

## **EDUCATION AND TRAINING**

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[ 31/08/2010 – 29/06/2014 ]

## **Baccalaureate Degree**

### ***Colegiul National I.C. Bratianu***

**City:** Pitesti

**Country:** Romania

[ 31/08/2002 – 29/06/2006 ]

## **Primary School - French - CP/CM2**

### ***Ecole primaire du Grand Jardin***

**City:** Chartres

**Country:** France

## **LANGUAGE SKILLS**

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**Mother tongue(s):** Romanian

**Other language(s):**

### **French**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

### **English**

**LISTENING B2 READING B2 WRITING B2**

**SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

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Microsoft Office | Microsoft Word | Python | Microsoft Excel | Outlook | Google Drive  
| Microsoft Powerpoint | Skype | Google Docs | MyIT(Ticketing Tool) | NetIQ  
Advanced Authentication | Microsoft Endpoint Manager | Azure Data Explorer | Azure  
Kusto Query Language | M365 Administration | Azure Active Directory | Azure AI |  
Azure DevOps | Microsoft Certified: Azure AI Fundamentals (AI-900) | Microsoft  
Certified: Azure Fundamentals (AZ-900)