



# Dragos-Georgian Radu

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**Date of birth:** [REDACTED] | **Nationality:** Romanian | **Gender:** Male | [REDACTED]

[REDACTED] | <https://www.linkedin.com/in/dragosradu/> | [REDACTED]

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## ● WORK EXPERIENCE

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3 JAN 2021 – CURRENT – Bucharest, Romania

**TEAM MANAGER – WIPRO LIMITED**

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- Leading and managing the EMEA Operations in delivering high-quality services that exceed our contractual commitments.
- Overseeing and guiding 3 supervisors and 36 analysts covering Service Desk functions for the shared services office.
- Managing hiring, staffing and continuity of a diverse and effective workforce.
- Implementing and continuously improving the processes and procedures to deliver the best-in-class services, both qualitative and cost-effective.
- Overseeing the governance of interdepartmental cooperation and 3rd party management.
- Responsible for career development/planning, performance, reward and pay discussions.
- Listen to customer satisfaction issues in order to ensure a quality support environment and to obtain maximum customer based satisfaction and YOY improved NPS.
- Driving achievement of target service level agreements.
- Developing plans and objectives and participating/leading cross-functional projects and business initiatives to improve operational performance for the global organization.
- Managing third party suppliers effectively were engaged in service delivery.
- Achieve and exceed the internal operational and 'as sold' financial targets for the portfolio of contracts.
- Initiate sales upsell leads based on customer needs and customer satisfaction results analysis.

DEC 2018 – DEC 2020 – Bucharest, Romania

**SERVICE DESK & INCIDENT MANAGER – PENTALOG**

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- Overseeing IT support delivered by 8 local IT teams with a total of 16 Support Engineers for a total of about 1200 employees
- Proactively identify and implement opportunities to improve the customer experience
- Ensure that the defined systems, processes and methodologies are followed based on ITIL Methodology
- Design and deliver effective key management reports to assist with implementing best practices and measuring performance
- Work with other departments in the organization to review the current process and procedures and bring innovation and further improvements
- Analysis and reports of Major Incidents, complaints, escalations. Priorities establishment and escalations matrix management for incidents and tickets resolution. Customer Satisfaction.
- Establish and monitor KPI's to track support demand and employee productivity. Ensure quality technical support is performed to the agreed SLAs
- Managing all the asset management process

Bucharest, Romania

APR 2018 – OCT 2018 – Bucharest, Spain

**IT SERVICE DELIVERY MANAGER – BT SPAIN**

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- Taking end to end responsibility for service orders (add/modify/cease) throughout their delivery life cycle - MPLS/Voice GSIP/WAAS/3G/4G;
- Monitoring and managing the service order's workflow within the agreed deadlines;
- Maintaining a clean inventory of all systems until services are delivered;
- Doing regular customer communication and maintaining a good relationship with the customer's local contacts;
- Managing the overall status and identifying, addressing and escalating issues impacting the delivery of an order;
- Coordinating activities between the third party suppliers, partners and customers;
- Providing operational and pre-sales support for projects by working together with project and sales managers;
- Completing and providing Root Cause Analysis.

Madrid, Spain

JUN 2016 – MAR 2018 – Bucharest, Romania

## TECHNICAL SUPPORT MANAGER – NTT DATA SERVICES

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- Overseeing IT support delivered by four multilingual teams with a total of 28 representatives answering customer inquiries;
- Working closely with both the business and the IT department to maintain the effectiveness of current services;
- Revision of processes and procedures to improve productivity/results and ensure ITIL good practices are implemented into the service process;
- Identify potential areas for service improvement and raising proposals with the Service Owner;
- Primary point of escalation for all specialized services and ensuring the smooth running of demand management, capacity management, access management, service level management and authorizes changes to services;
- Managing the Knowledge framework of the accounts to ensure all technical and non-technical documentation is up-to-date;
- Monitoring SLAs and user satisfaction and ensure ongoing improvement;
- Managing the hiring, staffing and maintaining a diverse and effective workforce;
- Conducting monthly 1-to-1 meetings with technical support staff;
- Developing individual goals and objectives for direct reports.

Bucharest, Romania

FEB 2015 – JUN 2016 – Bucharest, Romania

### SERVICES CLIENT TECHNICAL SUPPORT ANALYST - L2 SUPPORT – DELL

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- Supporting the team members in case of problems or escalation; being the first point of referral for escalated queries or problems with the infrastructure, network or systems;
- Office 365 Administrator (Exchange, Skype, Office 365) for enterprise environment;
- Advanced software and hardware diagnostic and troubleshooting;
- Ensuring procedures are followed in accordance with Dell quality standards and work instructions;
- Creating and updating knowledge base articles for the entire team;
- CSAT Process Owner;
- Identifying action plans for improvement areas if necessary;
- Ensuring correct execution of Incident Management Processes;
- Taking care of new starters, introducing them to the team, their tasks and role;
- Delivering training and coaching for team members;
- Participating in client meetings and reporting on contractual SLAs and KPIs;
- Extracting data in order to calculate agent scorecards, incentive and productivity reports;
- Ensuring organization on the floor in order to get the right person in the right place at the right time.

Bucharest, Romania

JUL 2013 – FEB 2015 – Bucharest, Romania

### CLIENT TECHNICAL SUPPORT SR. ANALYST –SPANISH, ENGLISH & PORTUGUESE – DELL

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- Responding to customer technical problems/issues related to hardware, software and networking via e-mail/chat, online and phone;
- Assisting customers by diagnosing problems and providing resolutions for technical issues;
- Performed troubleshooting for hardware, software, telecom and networking issues;
- Focusing on delivering a positive customer experience according to Dell standards;
- Monitoring and tracking issues/requests to ensure accurate resolution – using BMC Remedy ticketing tool.

Bucharest, Romania

## ● EDUCATION AND TRAINING

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1 OCT 2020 – CURRENT – Bucharest, Romania

**GOVERNMENT AND SOCIETY** – National University of Political Studies and Public Administration

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<http://www.politice.ro/ro/mgs>

OCT 2011 – JUL 2013 – Bucharest, Romania

**MASTER'S DEGREE: THE MANAGEMENT OF INTERNATIONAL PROJECTS** – The Bucharest Academy of Economic Studies

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SEP 2010 – MAR 2011 – Bragança, Portugal

**ERASMUS - INTERNATIONAL ECONOMIC RELATIONS** – The Polytechnic Institute of Bragança

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OCT 2008 – JUL 2011 – Pitesti, Romania

**ECONOMICS AND INTERNATIONAL BUSINESS** – University of Pitesti

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SEP 2004 – JUN 2008 – Pitesti, Romania

**MATHEMATICS - INFORMATICS** – Theoretical High School "Ion Barbu" - Pitesti

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JUL 2017 – JUL 2017 – Bucharest, Romania

**ITIL® INTERMEDIATE CERTIFICATE IN IT SERVICE OPERATIONS** – AXELOS Global Best Practice

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MAY 2015 – MAY 2015 – Bucharest, Romania

**ITIL® FOUNDATION CERTIFIED V3** – EXIN

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## ● LANGUAGE SKILLS

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**Mother tongue(s):** ROMANIAN

**Other language(s):**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	C1	C1	C1
<b>SPANISH</b>	C1	C1	C1	C1	C1
<b>PORTUGUESE</b>	B2	B2	B2	B1	B1
<b>FRENCH</b>	B1	B1	A2	A2	A2

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

## ● ORGANISATIONAL SKILLS

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**Organisational skills**

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- Leadership
- Empowering others
- Analytical thinking
- Fostering teamwork

## ● COMMUNICATION AND INTERPERSONAL SKILLS

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**Communication and interpersonal skills**

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- attention to communication
- effective communication

## ● **JOB-RELATED SKILLS**

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### **Job-related skills**

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- Eager to learn, explore & share
- Customer oriented
- Creativity & Innovation
- Managing performance