




Codrin-Stefan Esanu


Date of birth: 15/05/1996

Nationality: Romanian

CONTACT

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WORK EXPERIENCE

30/09/2020 – CURRENT – Iasi, Romania

Shift Manager

Cegeka Romania

As Shift Manager, I am responsible for coordinating and organizing the delivery of all services and support activities of the division, while on duty. I am also responsible for the development of a customer-focused team, which delivers services 24/7/365, managing both day-to-day activities and critical end-to-end situations.

Main responsibilities include :

- Manage/own/lead critical/emergency/disaster situations end to end (ransomware situations; highly impactful backup incident & restore activities, etc.);
- Take ownership and pro-actively perform activities to prevent prolonged resolution times;
- Communicate effectively with different teams and levels of management;
- Monitor resources allocation and schedule adherence to guarantee the availability of the service;
- Act as a supporting role & authority on the floor for the people on shifts outside business hours;
- Act as a mentor and coach to members of the teams in various service delivery activities, providing quality assurance on deliverables;
- Manage the escalations cross-team and cross-division until resolution;
- Review, alongside the Operations Manager, reports or dashboards for the activities performed daily;
- Take actions and provide feedback on the spot if unappropriated behavior is acknowledged;
- Maintain service delivery standards and team-collaboration behaviors, in a proactive manner;
- Share constant feedback on attitude, performance and knowledge needs to Team Leaders (since you act as backup for all the operational management roles);
- Collaborate with the Knowledge Manager for identifying and improving knowledge gaps;
- Actively participate to the continuous improvement of the services delivered;
- You are responsible for the quality of deliverables, signaling potential issues and guarding customer satisfaction concerning the division's deliverables;

01/10/2021 – CURRENT – Iasi, Romania

Associate university assistant

Alexandru Ioan Cuza University

- To deliver a range of teaching and assessment activities, including tutorials, seminars and lectures in some instances.
- To contribute to the development of appropriate teaching materials to ensure content and methods of delivery meet learning objectives.
- To participate in the assessment process, using a variety of methods and techniques and provide effective, timely and appropriate feedback to students to support their learning.
- To participate in the supervision of practical work, advising on skills, methods and techniques to assist the transfer of knowledge.

- To contribute to the ongoing development and design of the curriculum, in a manner that supports a research led and scholarly approach to student learning.
- To engage in professional development as appropriate and regularly update subject related knowledge base.
- To undertake limited administrative duties as requested by the Head of Subject or Head of School.
- To be familiar with subject-based pedagogy.
- To engage in professional development to remain current and ensure application of recent advances in knowledge to teaching.

31/12/2019 – 29/09/2020 – Iasi, Romania

Senior Major Incident Manager

Capgemini

POSITION PURPOSE AND SCOPE OF WORK (in addition to the Major Incident Manager's) :

- Acting as team manager deputy for the team when team managers are not at work (after 16:00);
- Responsible for service delivery quality and tasks assignment while team managers are not at work;
- Asses business impact and urgency, declare Major Incident or escalates potential triggering of business continuity procedures or disaster recovery invocation scripts;
- Acts as escalation point where resolution ownership is disputed;
- Provides guidance and assistance to ensure a globally consistent approach to operational processes. Provides consistent communications in scope of the process and services;
- Cooperates with various SDMs, Incident Managers, and Client representatives;
- Identifies and escalates operational issues and drive resolution working directly with the client and management team;
- Facilitates and coordinates operational and management oriented meetings;
- Participates in continuous service improvement;
- Is aware of the service performance and supports improvements implementation;
- Creating AD-HOC presentations for internal events (team related, process related, performance related etc.)
- Period review and updates of the process documentation, work instructions and escalation matrix for assigned clients;
- Creating training logs and training materials for new clients;
- Training, shadowing and reverse shadowing for team's new joiners;
- Administration of an automation tool 'Breach Monitor';
- Development of internal automation tools (beginner level);

31/07/2017 – 30/12/2019 – Iasi, Romania

Major Incident Manager

Capgemini

POSITION PURPOSE AND SCOPE OF WORK:

- Asses business impact and urgency and starts the Major Incident process;
- Coordinate the process of the service restoration or impact reduction;
- Ensures that major incidents are resolved effectively securing end-to-end Service Level Agreement;
- Identifies and takes control of unallocated incidents;
- Provides high quality reports and communications;
- Ensures that customer's business interests are maintained;
- Cooperates with various ODMs, Incident Managers, and Problem/Change Managers;
- Own send-to-end outage and business notifications;
- Provides technical & non-technical support for Major Incident response Teams;

Iasi, Romania

30/09/2016 – 30/07/2017 – Iasi, Romania

Incident Manager

Capgemini

POSITION PURPOSE AND SCOPE OF WORK:

- Ownership of the accuracy and quality of information on all logged incidents; regular evidence of constructive feedback on the accuracy and quality of logged incidents;

- Realise periodically service reports or ad-hoc reports requested by SDM /ODM/TL;
- E2E Management of tickets, against SLAs and contracts;
- Maintain good relations with all suppliers and resolving teams;
- Escalation to TL / SDM / Resolving Teams where tickets may or have been breached
- Providing second line technical support for more complex incidents received from the 1st line incident handlers, in respect of clients/ services supported
- Taking hot calls from 1st line incident handlers when advanced troubleshooting is required;
- Acting as first point of escalation for the service desk in respect of technical support;
- Active Directory Management – Computer, User, Groups;
- Exchange Management Console – Mailboxes, DLs
- Acting on 70% of the escalations received from customers as point of contact and being in charge of coordinating resolving teams in order to provide a solution to the client.
- Tracking all Major Incidents within Service Desk and providing updates as point of contact when needed.
- Performing Quality checks for Service Desk employees

Iasi, Romania

27/03/2016 – 30/09/2016 – Iasi, Romania

Customer Service Advisor

Capgemini

A Customer Service Advisor provides end-user support, service and technical support through analysis and problem resolving to enable installation, maintenance, education, implementation and documentation of a variety of software and hardware technologies using remote communication or through phone to the client or the end user.

Duties and Responsibilities

- Provide quality services through phone to IT users for basic end user related hardware's and software's, desktop related LAN network systems.
- Configuration and resetting the network access accounts whenever required.
- Installation of new hardware's and software's.
- Processing software's and hardware's by coordinating user setups, installations and upgrades.

Iasi, Romania

EDUCATION AND TRAINING

15/09/2021 – CURRENT

PhD.

Doctoral School of Economics and Business Administration

13/05/2022 – 14/05/2022

International Conference EU Finance, Business and Regulation (EUFIRE 2022)

Alexandru Ioan Cuza University of Iași

<http://eufire.uaic.ro/>

28/02/2022 – 04/03/2022

Red Hat System Administration II

Red Hat

07/11/2021 – 11/11/2021

Red Hat System Administration I

Red Hat

20/10/2021 – 22/10/2021 – Iasi, Romania

International Conference Globalization and Higher Education in Economics and Business Administration (GEBA 2021)

Faculty Of Economics and Business Administration

Field(s) of study

- Information and Communication Technologies

SQL AND GRAPH DATABASE SERVERS. A PRELIMINARY STUDY ON THE QUERY PERFORMANCE | <https://www.feaa.uaic.ro/geba/>

30/09/2019 – 27/06/2021 – Iasi, Romania

Masters Degree Software Development and Business Information Systems

Faculty of Economics and Business Administration

09/05/2021 – 13/05/2021

DevOps Course

TechTalentGrowth

The DevOps course has covered the following topics and technologies :

1. GitHub
2. Remote repositories
3. Branches and merge
4. Docker
5. Installing docker
6. Docker images
7. Docker files
8. Kubernetes
9. Installing Kubernetes
10. Deployments & replica sets
11. Declarative model
12. Jenkins
13. Installing Jenkins
14. Parametrized jobs
15. GitHub integration
16. Creating pipelines

The environment where we practiced each topic was hosted on Linux-Ubuntu distribution.

Field(s) of study

- Information and Communication Technologies

21/12/2020

Microsoft Azure Fundamentals

Microsoft

17/12/2020

Microsoft Azure AI Fundamentals

Microsoft

30/09/2015 – 22/05/2018 – Iasi, Romania

Business-IT

Faculty of Economics and Business Administration

08/11/2018

ITIL Operational Support and Analysis

20/11/2017 – Iasi, Romania

● MTA: Networking Fundamentals

Microsoft Technology Associate 98-366: Networking Fundamentals

15/12/2016

● ITIL Foundation

31/12/2014 – 14/01/2015 – Strasbourg, France

● Euro Scola International Project

European Parliament

Proposing, debating and voting law concepts and discussing problems that affects the European citizens in an European Parliament meeting exercise.

09/11/2012 – 02/12/2012 – Karlsruhe, Germany

● Webdesign training

alfatraining Bildungszentrum

Leonardo da Vinci mobilities training

14/09/2011 – 28/05/2015 – Petre Andrei 9 street, Iasi, Romania

● High School

"Grigore Moisil" Computer Science High School

www.liis.ro

LANGUAGE SKILLS

MOTHER TONGUE(S): Română

OTHER LANGUAGE(S):

English

Listening
B2

Reading
B2

**Spoken
production**
B2

**Spoken
interaction**
B2

Writing
B2

German

Listening
A1

Reading
A1

**Spoken
production**
A1

**Spoken
interaction**
A1

Writing
A1

ORGANISATIONAL SKILLS

● Organisational skills

- Able to lead others in high-demand situations
- Evaluating performance, processes, or events
- Supervising people or processes
- Ability to work independently in a fast-paced environment
- Able to coordinate several tasks simultaneously
- Able to handle challenges
- Able to prioritize and operate proactively
- Analyzing situations or data
- Proven history of improving operations
- Skilled in negotiations and people management
- People oriented; enjoy working directly with customers and the general public

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- Excellent written and verbal communication skills
- Confident, articulate, and professional speaking abilities and experience
- Emphatic listener and persuasive speaker
- Speaking in public, to groups, or via electronic media
- Excellent presentation and negotiation skills

RECOMMENDATIONS

Przemyslaw Dave Remplewicz – MIM Operations Lead – przemyslaw.remplewicz@capgemini.com – (+48) 798058528

To Whom It May Concern,

My name is Przemyslaw Remplewicz and I am the Operational Lead for Major Incident Management team in Capgemini. I am glad to offer my recommendation of Codrin Esanu who worked in my team as a Major incident Manager.

Codrin is a hard-working individual who does not shy away from any additional tasks. Throughout his stay within my team, Codrin supported multiple clients and always ensured high standard of service is being delivered all around. Due to his experience and dedication Codrin was engaged in multiple side projects which include Major Incident Academy as well as overlooking and managing MIM tools. This proves that Codrin possesses the right can do attitude which is so important in a Major Incident Manager role.

Understanding of client needs, the contractual SLAs as well as leadership skills allowed Codrin to stand out from the team.

I am more than confident that Codrin will be able to make an immediate positive impact in the any new role that he will undertake and that he will continue to deliver exceptional level of service.

In case you have any questions about Codrin's experience or capabilities, do not hesitate to call me on the number below.

Mircea Timofte – Multi-Client Operations Lead – mircea.timofte@capgemini.com – (+40) 736377061

To Whom It May Concern,

My name is Mircea Timofte and I am the Operational Lead for the Multi-Client Operations Delivery team in Capgemini and I am glad to offer my recommendation of Codrin Esanu who worked in my team as a Major incident Manager.

I have known Codrin for the past 4 and a half years while he has worked in multiple roles under my supervision. I have been consistently impressed by both Codrin's attitude towards his work and his performance on the job.

His interpersonal and communication skills have allowed him to develop productive working relationships with both our clients and internal management, while his ambition and dedication have proven his ability to take over additional tasks and accomplish them with success.

Codrin's ability to remain calm during stressful situations has been an important asset in maintaining an organized and under control atmosphere within the team and has proven his orientation towards people management with success.

I volunteered to write this recommendation for Codrin because I am very grateful for his contributions to the teams he'd been part of and very confident that he has the intelligence, work ethic, and communications skills to add value to his new work-place.

Please feel free to contact me if you have any questions about Codrin.

Szymon Luczynski – Major Incident Regional Delivery Lead – szymon.a.luczynski@capgemini.com – (+48) 328898001

To whom it may concern,

When I first met Codrin when working for Eastern European Major Incident Management, it became immediately obvious to me that Codrin has an innate talent for Major Incident Management. His high levels of assertiveness, meticulous approach to problem solving, inquisitive nature and the strive to always improve upon past accomplishments are nothing short of admirable. Several years into our close collaboration, I can confidently say that all these talents including leadership, organizational and customer care skills, have grown exponentially, which has put the whole team in a better position than it used to be before Codrin joined us.

In my capacity of a Major Incident Regional Delivery Lead I am responsible for the Major Incident process for several UK, NA and French-based Accounts, which gives me the opportunity of seeing Codrin's work up close across several engagements. Without a shadow of doubt I can attest that when there is a complex, highly visible Major Incident helmed by Codrin, I do not have to worry about the quality and effectiveness of the outcome for one second. From the lead's perspective, having Codrin on shift is a massive help. He is eager to assist with shift leading, provides guidance to junior members of the team, introduces seniority and never rejects a request for help.

Time and time again, Codrin has proven that he never lets an opportunity for development pass him by. From the early days as member of our team, he has been seeking new and more challenging tasks for himself. Be it development and management of internal tools used by the entire team, taking upon himself the role of a caretaker for multiple engagements and successfully leading the process related activities, taking charge of a massive undertaking which is MIM Academy (aimed at preparing talented junior members of our organization for joining the MIM team), Codrin just keeps going on to more and more demanding tasks.

In addition to the above, Codrin's wit, personal charm and commitment to doing the right thing have defused more than several situations, which could have ended with increased workload for Major Incident Management and I could not be more grateful for all his efforts over the years.

Please treat this message as my recommendation.

Best regards,
Szymon

DRIVING LICENCE

- **Driving Licence: AM**
- **Driving Licence: B1**
- **Driving Licence: B**