



# Europass Curriculum Vitae



## Personal information

First name(s) / Surname(s) **Ciobanu Andra Isabela Elena**  
 Address(es)  
 Telephone(s) Mobile:  
 E-mail  
 Nationality Rumanian  
 Date of birth  
 Gender F

Desired employment / Occupational field **Telecommunication and Network Engineering/IT Cloud Computing IT /Infrastructure and Cloud Support**

## Work experience

Dates 08.05.2017-present  
 Occupation or position held **Cloud Operations Specialist**

## Main activities and responsibilities

Responding to SaaS customer issues related to the cloud environment, and working the corresponding tickets to resolution  
 Collaborating with Customer Support to resolve complex customer issues that span application and cloud infrastructure  
 Provisioning and setting up new customer environments.  
 Monitoring and responding to alerts that are generated on the components of our infrastructure and systems, including investigating for root cause and troubleshooting errors/issues  
 Installing updates and patches as needed to ensure the health and integrity of the infrastructure and systems  
 Developing and refining technical solutions to problems with provisioning, infrastructure, maintenance, and supportability  
 Developing automation and a systematic approach to configuration, deployment and infrastructure maintenance and recovery  
 Driving technical excellence and improvement across the organization, as well as across offerings  
 Owning and driving the technical operations piece of initiatives and projects related to automation, improvement and integrity of systems and infrastructure.

Manage incidents for fast response, troubleshooting, recovery and client communication  
 Manage Cloud operations for satisfying customer experience  
 Manage and continuously drive SaaS business for higher margin  
 Manage global FSS Cloud Operations teams

### Skills and Technologies utilized include:

System administration, maintenance and troubleshooting on Microsoft Windows Server, Red Hat and CentOS-based Operating Systems  
 Linux shell scripting and PowerShell for automation  
 Hypervisors and virtualized environments (Xen, VMware)  
 Software as a Service (SaaS) delivery via Citrix-based technologies  
 Virtualized application and web servers, as well as related protocols like Hypertext Transfer Protocol (HTTP and HTTP Secure), Secure Sockets Layer (SSL), Transport Layer Security ( TLS), and Secure File Transfer Protocol (SFTP)  
 Network skills; skills with firewalls/load-balancing,  
 Troubleshooting methodologies  
 Time management and prioritization

Name and address of employer	<b>IBM Romania</b>
Type of business and sector	IT&C
Dates	03.11.2014- 07.05.2017
Occupation or position held	<b>Technical Leader/ Incident Manager/Telecommunication Engineer in O@M Fixed and IP department</b>
Main activities and responsibilities	<ul style="list-style-type: none"> <li>-Network monitoring and troubleshooting the fixed and IP part of the German network operating centre</li> <li>- Troubleshooting aptitudes in the access, transmission, transport and IP fields of the network</li> <li>- Working with the ticketing, alarming and specific applications</li> <li><b>In every major network incident:</b> <ul style="list-style-type: none"> <li>-Taking the ownership of the incident and acting as the primary level of escalation</li> <li>-Keep tracking and recording of the timelines and ensuring all incident details are documented</li> <li>-Involving in problem solving other parties and leading them in conference bridge: 2nd level, Vendor, NOC, SMC, Partner management, 3rd party, in order to provide a prompt recovery of the business within the specified SLA</li> <li>-Managing and coordinating the escalation process: <ul style="list-style-type: none"> <li>Technical: the support of a higher technical skills are needed to solve the problem</li> <li>Hierarchical: a manager with more authority to be consulted in order to take decision that is beyond the competencies assigned to this level</li> </ul> </li> <li>-Notifying 2<sup>nd</sup> Level and/or Vendor to be prepared with a plan B, if the duration of the incident takes too long</li> <li>- Providing input and coordinating the development of the Major Incident Report</li> <li>-Coordinating the team to follow-up the processes and procedures and lead them to accomplish their and team's SLAs and KPIs</li> </ul> </li> </ul>
Dates	01.09.2013-31.10.2014
Occupation or position held	<b>Telecommunication Engineer in O&amp;M Value Added Services and Cloud department</b>
Main activities and responsibilities	<ul style="list-style-type: none"> <li>Monitoring the main services platforms of the German network operating centre project</li> <li>Troubleshooting aptitudes in Unix/Linux fields of the platforms</li> <li>Working with the ticketing, alarming and specific applications</li> <li>Enterprise level virtual server environments experience-VMware Blade</li> <li>Sun Solaris, Redhat Linux, Knowledge of Windows or Unix Scripting basic user experience</li> <li>Basic virtualization technologies experience</li> <li>Basic server hardware knowledge</li> <li>Basic Microsoft Windows Server or Unix knowledge</li> <li>Escalating the major/critical incidents to 2<sup>nd</sup>, 3<sup>rd</sup> Level or the Vendor according to the internal procedures and SLAs</li> </ul>
Name and address of employer	<b>Vodafone Romania</b>
Type of business or sector	IT &Telecommunication

Dates 01.06.2013- 30.08.2013  
 Occupation or position held Internship  
 Main activities and responsibilities Taking part of the quality and process department. Testing in lab the quality of the products and developing internal processing procedures.  
 Name and address of employer PepsiCo Romania  
 Type of business or sector FMCG

Dates 01.06.2012- 30.08.2012  
 Occupation or position held Internship  
 Main activities and responsibilities Taking part of the Research and Development department and testing the parameters and functionality of new tyres.  
 Name and address of employer Pirelli Tyres Romania  
 Type of business or sector Engineering

Dates 01.03.2012-30.05.2012  
 Occupation or position held Internship  
 Main activities and responsibilities Procurement and planning suppliers  
 Name and address of employer Honeywell Romania  
 Type of business or sector Engineering

### Education

Dates 15.10.2016-present  
 Title of qualification awarded **Doctoral school PhD**  
 Principal subjects/occupational skills Research and personal contribution in cloud technologies in heterogeneous networks  
 Elaboration of scientific reports and study on NFV and SDN  
 • Development of scientific articles for local and international conferences  
 • SONATA and OSM study and creation of VNFs in the platform provided by SONATA and OSM (installation in virtual environment and campus environment Polyethnic University)  
 • SliceNet european project contribution  
 Name and type of organisation providing education and training Polytechnic University Of Bucharest  
 Electronics and Telecommunication

Dates 01.10.2014- 30.06.2016  
 Title of qualification awarded **Advanced software technologies in communication**  
 Principal subjects/occupational skills covered Networking and services  
 Centralized and distributed Architectures for operating systems  
 Data Bases  
 Software engineering for telecommunication  
 Security Information  
 SoA, XML, WEB  
 JAVA programming for applications in the TCP/IP architecture  
 Name and type of organisation providing education and training Polytechnic University Of Bucharest  
 Electronics and Telecommunication  
 Level in national or international classification Master's Degree

Dates 01.10.2009- 01.07.2013  
 Title of qualification awarded **Economical Engineer in the technological systems**  
 Principal subjects/occupational skills covered Design and implementation in mechanical and electronically systems  
 Management Planning and processing of the production and technical projects  
 Statistical and costs evaluations of the industrial processes  
 Data Bases  
 LabView Programming

Name and type of organisation providing education and training  
Level in national or international classification

Polytechnic University Of Bucharest  
Engineering and Management of Technological Systems  
Bachelor Degree

**Personal skills and competences**

The ability to manage personal reactions and attitudes towards responsibilities and challenges in work and life  
A constant and strong predisposition for independent learning  
Ability to create, plan for and achieve personal and professional goals.  
Ability to communicate, motivates, inspire and build trust among colleagues and collaborators  
Dependable, trustworthy and committed to mutual agreement in work.

Mother tongue

Rumanian

Other language(s)

Self-assessment

European level (\*)

English

German

French

Italian

Understanding		Speaking		Writing
Listening	Reading	Spoken interaction	Spoken production	
C1	C1	C1	C1	B2
B2	C1	B2	B2	B2
B1	B1	A2	A2	B1
A2	A2	A1	A1	A1

Social skills and competences

Social capacities and facilities to initiate, communicate, interact and maintain positive social relationships with others in work and life.  
Acquired traveling, researching, living, working and collaborating with different people, professionals, teams, institutions, organizations from different multicultural environments and countries from Europe.

Organisational skills and competences

Supervision, decision-making, monitoring, keen anticipation of problems or constraints, problem solving and decision making, adjusting plans to accommodate changes and update situations and priorities

Technical skills and competences

Linux/Unix (RedHat/Cent-OS)  
Windows Server  
Hypervisors and virtualized environments (Xen, VMware)  
Cisco Networking: CCNA, Vyatta firewall, Fortigate, Netscaler  
Docker, Kubernetes (basics )  
NFV/SDN  
HTML/ PHP  
C++/ Python (basics)  
SDH, WDM telecommunication technologies  
Primavera  
ITIL® Foundation Certification

Computer skills and competences

Microsoft Project  
Microsoft Office

Artistic skills and competences

Life-long learner involved in an ongoing process of discovery, problem solving, discipline and refinement of skills in various art disciplines

Other skills and competences

Proactive in volunteering organizations. Team player in handball and tennis

Driving licence

B

**Additional information**

YouthPass Certificat: UE Project in Turkey 2012  
Certificates during college: Personal Development, Managerial Communication, Scientific Communication Sessions, Web Design.