



MITRACHE Alina Ioana

WORK EXPERIENCE

[02/2023 - Current] **Quality Engineer- Customer Advocate**

Honeywell Romania

City: Bucharest

- Lead coordination and resolution to customer complaints while improving internal processes.
- Utilize data and problem analysis methodology (such as 8D, 5Y, Kaizen) to improve processes and quality of products (SR Reduction/LoC/LoV Reduction)
- Interact with customers and internal leadership on a regular basis to provide updates on customer complaints and present causal analysis, corrective and preventive actions

[11/2016 - 02/2023] **Quality Satisfaction Engineer**

RENAULT TECHNOLOGIE ROUMANIE SRL

City: Bucharest

- Prepare and present Analyses in Customer Quality Committee
- Handle the Situation for Customer Complaints- CAPA Process
- Participate to different International Quality Committee
- Use different types of surveys for projects
- Collaborate with other departments for increasing the customer satisfaction level
- Ensure Quality Satisfaction trainings for new employees

[03/2016 - 10/2016] **Quality Engineer**

SimeROM S.r.l

City: Bucharest

- Maintain the Quality Management System for ISO 9001:2008
- Perform the transition for the QMS from ISO9001:2008 to ISO9001:2015
- Ensure the quality audits for all departments
- Ensure Quality trainings for new employees
- Work with specifically programs for quality demands



[09/2015 - 02/2016] **Quality Assurance Responsible**

MB TELECOM Ltd

City: Bucharest

- Responsible to maintain and improve the Quality Management System (internal audits, revision of documents, trainings on QMS, Management review analysis)
- Implement a QMS for medical devices ISO 13485:2012

[06/2013 - 08/2015] **Quality Assurance Engineer**

S.C. Cameron Romania S.R.L

City: Câmpina

- Responsible for maintaining and updating the Quality Management System (QMS) documentation;
- Participate to internal audits;
- Review of customer requirements (quotations and orders) by using RFQ application and On Base application
- Development of new SP's (Product Specification Quality Plan) and QP's (Inspections and Test plans) for customer's special requirements
- Responsible for reporting and training on any change occurred in ISO 9001, API Sp Q1
- Develop specific procedures, work instructions and any documents related to Management System (QMS) according to Company's policies by respecting ISO 9001, API Spec Q1
- Prepare and present to Quality Assurance Manager the results of yearly QMS analysis
- Participate in Lean & Six Sigma training sessions and submit suggestions for improvements
- Utilize the Six Sigma tools to help the improvement processes in support of business objectives

[07/2012 - 09/2012] **Internship**

S.C. Cameron Romania S.R.L

City: Câmpina

- Learn to work with Quality Plans (QP, SP)
- Assist to internal audits
- Learn to work with SAP software for tracking corrective actions,
- Accommodate with standards American petroleum standards (API)
- Learn to conduct qualitative and quantitative inspection



EDUCATION AND TRAINING

[2017 - Current]

PhD student

Politehnica University of Bucharest

City: Bucharest

Field(s) of study: Industrial engineering

Politehnica University of Bucharest - Doctoral School of Industrial Engineering and Robotics; Field - Industrial Engineering;

The title of the doctoral thesis " Contributions on assessing customer satisfaction over the product lifetime with application in the automotive industry"

- Scientific research activities

[09/2019 - 01/2021]

PhD entrepreneur student

Politehnica University of Bucharest

City: Bucharest

Field(s) of study: Industrial engineering

The "*Scholarships for entrepreneurial education among doctoral students and postdoctoral researchers (Be Entrepreneur!)*" project, financed by POCU 380/6/13 based on Contract no. 51680/09.07.2019 - SMIS code: 124539

- I attended several workshops and coaching group meetings.
- I was involved in various PCOP activities for risk management, financial and operational management, copyright and intellectual property.
- I did a 2-week internship.
- We made a business plan considering market research, sales and marketing strategies, product offering, business model and other criteria.
- I have published two research papers:
 - A paper at the 36th International Business Management Association Conference (IBIMA)
 - An article in Quality Access to Success magazine

[2013 - 2015]

Master's degree

Politehnica University of Bucharest

City: Bucharest

Field(s) of study: Industrial engineering

POLITEHNICA University of Bucharest - Faculty of Engineering and Management of Technological Systems (IMST)

- Specialization - "Quality Engineering"



- [2009 - 2013] **Bachelor's degree in "Engineering and Quality Management"**
Politehnica University of Bucharest
City: Bucharest
Field(s) of study: Industrial engineering
POLITEHNICA University of Bucharest - Faculty of Engineering and Management of Technological Systems (IMST)
 - Specialization - " Engineering and Quality Management"
- [2009 - 2013] **Certification for the teaching profession "Psihopedagogical Module" Level I**
Politehnica University of Bucharest
City: Bucharest
Field(s) of study: Industrial engineering
Psychopedagogical training program for the certification of skills for the teaching profession, Level I
- [2005 - 2009] **Baccalaureate degree**
"Gib Mihăescu" National College
City: Drăgașani
Main subjects studied: Mathematics, Informatics, Physics

ORGANISATIONAL SKILLS

Planning and organization

Strengths points developed as a result of academic studies and experience in the organizations in which I worked: planning resources and synthesizing information, organizing tasks and projects, by setting clear priorities.

Time management

Strengths points developed as a result of the experience within the organizations in which I worked: efficient time management, meeting deadlines, achieving goals, punctuality.

Attention to detail, analytical thinking, stress tolerance, adaptability, results orientation.

COMMUNICATION AND INTERPERSONAL SKILLS

Strong verbal and written communication skills

Very good multicultural communication skills by effectively conveying complex information in a clear and concise manner, both verbally and in writing.



Active listener

I pay attention to and understand the perspectives of others, responding respectfully and providing constructive feedback.

DIGITAL SKILLS

Advanced knowledge of the Microsoft Office Suite

DRIVING LICENCE

Cars: B

ADDITIONAL INFORMATION

Awards

1. 1st prize, Scientific Session- Quality Assurance (internal benchmarking)
2. 3rd prize, Physics Scientific Session (graphene)
3. 3rd prize, Academic competition Strength of Materials
4. 3rd prize, Scientific Session Negotiation techniques (Profile of negotiator)
5. scholarship in year 1
6. performance scholarship for the year 2,3 and 4

PUBLICATIONS

List of published works

LIST OF PUBLISHED WORKS

Eng. Alina Ioana MITRACHE

National University of Science and Technology Politehnica
of Bucharest
Faculty of Industrial Engineering and Robotics

IF JOURNALS (Q2)

1. Stînga, F., Severin, I., **Mitrache, A.I.**, Lascu, E. (2020). *Redesign of the Curing Area of the Tire Manufacturing Process*, Journal of Sustainability, **IF 3.889 Q2**, Volume 12, Issue 17, paper 6909, DOI: 10.3390/su12176909, eISSN: 2071-1050, [WOS: 000569620600001](#). Quoted in:
 - Diga, D., Severin, I., Ignat, N.D. (2021). *Quality Study on Vehicle Heat Ventilation and Air Conditioning Failure*, Journal of Sustainability, **IF 3.889 Q2**, Volume 13, Issue 23, paper 13441, DOI: 10.3390/su132313441, eISSN: 2071-1050, [WOS: 000735080600001](#)
 - Sutrisno, B. (2022). *A systematic Literature Review of Quality Seven Tools*, Indonesian Journal of Industrial Engineering and Management (IJIEM), Vol. 3, Iss. 1, pp. 72-84, DOI: 10.22441/ijiem.v3i1.13551, ISSN: 2614-7327.
 - Febriana, T.H., Hasbullah, H. (2021). *Analysis and defect improvement using FTA, FMEA, and MLR through DMAIC phase: Case study in mixing process tire manufacturing industry*, Journal Européen des Systèmes Automatisés (JESA), Vol. 54, Iss. 5, pp. 721-731, DOI: 10.18280/jesa.540507, ISSN: 1269-6935.

ISI PROCEEDINGS

1. **Mitrache, I.A.**, Severin, I., Lascu, E., Stînga, F. (2020). *Model to evaluate customer satisfaction during product life cycle*, The 36th International Business Information Management Association Conference (IBIMA), ISI Proceedings Database, pp. 4909-4920, ISBN: 978-0-9998551-5-7, under ISI indexing (cf. IBIMA website)
2. Stînga, F., Severin, I., Lascu, E., **Mitrache, I.A.**, Dumitru, B. (2020). *Management of changes in Automotive Life Cycle*, The 36th International Business Information Management Association Conference (IBIMA), ISI Proceedings Database, pp. 2781-2789, ISBN: 978-0-9998551-5-7, under ISI indexing (cf. IBIMA website)
3. Lascu, E., **Mitrache, A.I.**, Stînga, F., Severin, I. (2020). *Customer Satisfaction Improvement Using Six Sigma in Automotive Service*, The 35th International Business Information Management Association Conference (IBIMA)", ISI Proceedings Database, pp. 10133 – 10144, ISBN (Volume 1): 978-0-9998551-4-1, [WOS: 000661489800075](#)

INTERNATIONAL DATABASES

1. **Mitrache, I.A.**, Severin, I., Stinga, F. Continuous Improvement in Practice within Oil and Gas Industry" Quality-Access to Success, vol.21, Issue 175, April. 2020, [WOS:000520504900009](#)

Quoted in:

- Lascu, E., Left, F., Severin, I., Lascu F., Process Redesign to reduce Stocks of Obsolete Parts in Automotive Industry Quality Access to Success, **IF 0.21 Q4**, Vol. 21, Iss. 178, pp. 43-49, ISSN: 1582-2559, [WOS: 000582952100008](#), Document Type: Article