

Ionut Lucian Eremia

Junior Project Manager | Customer Support Expert

SUMMARY

Ionut Lucian Eremia is a junior project manager. He has a Bachelor's Degree in Law from the University of Bucharest. With over 4 years of work experience, Ionut has developed a range of technical skills and expertise. Key Technical Skills: 1. Proficient in project planning and risk management. 2. Skilled in people management and team leadership. 3. Experienced in product management and game design. 4. Familiar with ServiceNow and direct sales processes. 5. Strong problem-solving abilities. 6. Knowledgeable in sales consulting and sales processes. 7. Well-versed in software development practices and methodologies. Ionut has demonstrated his technical expertise through his work as a project manager in a mobile gaming development team. He has also co-founded Ions Options, a company that provides customer support services for startups and small companies. In his previous role as a customer support team lead at Playtika, Ionut oversaw all support operations for Playtika's casual games engine - Jelly Button. Notable games he worked on include Merge Stories and Dice Life. Ionut's strong engineering background and technical skills make him a standout candidate for software engineering positions. His experience in project management, game design, and customer support adds value to any team he joins.

TECHNICAL SKILLS

Main Technical Skills	Agile, Customer Service (6 yr.), Team Management (2 yr.), Problem Solving, Product Management
Methodologies, Paradigms and Patterns	Agile
Project Management & Administration	Problem Solving, Product Management
Soft Skills	Team Management (2 yr.)
Other Technical Skills	Service Now

WORK EXPERIENCE

Project Manager, Mobile games development startup

Duration: Apr 2023 - Present (5 months)

Summary: Project manager in a mobile gaming development team

Responsibilities: Coordinating and managing the development of mobile games

Co-Founder, Ions Options

Duration: Feb 2023 - Present (7 months)

Summary: Providing full customer support services for startups and small companies



Responsibilities: Managing customer support operations

Customer Support Team Lead, Jelly Button

Duration: Jul 2018 - Dec 2022 (4 years 6 months)

Summary: Overseeing all support operations for Playtrika's new casual games engine - Jelly Button

Responsibilities: Leading a customer support team and ensuring smooth support operations

Sales Representative, TRADE.com

Duration: Jan 2017 - Sep 2017 (9 months)

Summary:

- Sales representative role at TRADE
- com

Responsibilities: Engaging in direct sales and sales consulting

EDUCATION

- **Faculty of Law, University of Bucharest**
Bachelor's Degree, Law
2013 - 2016

