

# Florin S.

## Senior IT Service Manager

### SUMMARY

- Over 15 years of IT and Service Management experience, currently serving as a Service Manager at Mastek.
- Demonstrated expertise in ITIL Service Operations, Service Design, and ServiceNow API.
- Proven experience in team leadership, vendor relationship management, and service contract compliance.
- Proficient in utilizing project management methodologies such as Agile and Kanban, and tools like Atlassian JIRA and Confluence.
- Solid educational background and multiple professional certifications including ITIL V3 Foundation and Certified Support Center Manager (SCA).
- Fluent in English.

### TECHNICAL SKILLS

|   |   |
|---|---|
| <b>Main Technical Skills</b>                    | Service Design, ServiceNow API, ITIL Service Operations, ITIL V3 Foundation |
| <b>Methodologies, Paradigms and Patterns</b>    | Agile, Kanban   |
| <b>Collaboration, Task &amp; Issue Tracking</b> | Atlassian Confluence, Jira  |
| <b>Deployment, CI/CD &amp; Administration</b>   | CSI   |
| <b>Operating Systems</b>                        | Linux   |
| <b>SDK / API and Integrations</b>               | Managed Services, ServiceNow API  |
| <b>Other Technical Skills</b>                   | CGS, SCA, SixSigma, SLAs  |

### EXPERIENCE

#### Service Manager, Mastek

August 2022 - Present (1 year)  
Bucharest Metropolitan Area

Europe Service Manager, including in-region leadership, portfolio management, and relationship management for Cloud Enhancement Services.

- Responsible for delivery of contracted Managed Services to multiple customers in the Europe region
- Managing SLAs according to contractual obligations;
- Contract compliance and standards adherence;
- Service & Contract Change Management for incremental & additional services
- Managing quality of service performed by technical delivery teams and working to exceed customer expectations and automate where possible;
- Accurate and in-detail reporting on contractual SLAs, KPIs, and operational performance;
- Responsible for Service Transition of new services and Customer Acceptance from Vendor / Implementation to Support Go-live and Continual Service Improvement
- Responsible for Service Design, Tailoring the IT services and processes offered to the customers in order to meet current and future business requirements

### **Service Delivery Manager, Vodafone**

August 2020 - August 2022 (2 years 1 month)

Bucharest, Romania

As an IT Service Delivery Manager, I ensure the efficiency of Operational Support and IT teams according to the global IT strategy and standards agreed upon by the client, aiming at the sustainable growth of local Vodafone services. I also ensure the quality and consistency of the Operational management and follow the deliverables according to the indices of quality and existing delivery process. Contributions are made to the improvement of the service through initiatives of efficiency and automation (CSI).

#### **Responsibilities:**

- Interacting with responsible contacts for each area of the Operations and IT chain, coordinating and managing effectively major incidents and problems
- Requesting the delivery of the outcomes from each team involved in the IT process and Operations. Interacting with technical teams, local and global, to ensure the resolution of problems in the shortest possible timeframe
- Handling end-to-end management of the process to streamline solutions and services to the infrastructure level, coordinating technical teams, testing, teams responsible for networking, teams responsible for the installation of applications, as well as other operational entities
- Managing Priorities in Incident, Change, and Problem Management. Facilitating discussions is critical for the outcome of the resolution.
- Involving and coordinating the initiatives of continuous service improvement (CSI) of the service managed.

### **Manager, IT Business Solutions and ServiceNow Platform Owner, Secureworks**

February 2019 - August 2020 (1 year 7 months)

Bucharest, Romania



As an IT Manager, I lead the Linux & Windows Server Administration teams, ensuring that the server infrastructure is compliant according to the Vulnerability Management strategy and supervising the penetration and vulnerability testing. Both teams are virtual, having members in the United States, Romania, and India, and manage all Linux and Windows servers from our company. In addition to managing the Infrastructure teams, I was also assigned as ServiceNow Platform Owner, managing a team of 4 ServiceNow developers and System Admins.

### **Responsibilities:**

#### Team Leadership:

- Recruit, motivate, guide, and develop team members
- Create career paths and facilitate team member's development
- Conduct staff appraisals and 1:1 meetings
- Develop the team's skills and knowledge to remove single points of knowledge
- Creating a services management roadmap
- Penetration and vulnerability testing; Patching schedule creation and maintenance;
- Driving the yearly server lifecycle project in order to make sure that all our equipment is compliant
- Ensuring the server infrastructure is compliant with the vulnerability management strategy
- Identifying and implementing continuous service improvements (CSI)
- Ensuring incident and problem management according to internal service level agreements (SLAs)

### **ServiceNow Platform Owner Responsibilities:**

- Support creating the overall roadmap and shapes demand for enterprise platform consumption
- Ensures platform team alignment with the business strategy, roadmap, and platform governance policies
- Has ownership and oversight of the ServiceNow instances, the core platform team, and any escalations
- Maximizes value by identifying additional business outcomes the platform allows
- Handles design configuration decisions to ensure a seamless user experience
- Agile methodology - Making sure new developments and enhancements are released in the sprints agreed upon and respecting the Agile principles

### **Sales Admin and Tooling Senior Supervisor, Garrett - Advancing Motion**

January 2018 - January 2019 (1 year 1 month)

Bucharest, Romania

#### **Responsibilities:**

- Managing 2 teams in charge of different processes: Customer funded tooling and Sales Administration
- Organize responsibilities within the team for the execution of the departmental plans
- Maintain effective operations and productivity by ensuring accurate work procedures and workflows.



- Act as the sales operations process owner across functions and regions and develop a collaborative support system with other departments.
- Escalation checkpoint - handling any outstanding requests that need triage or prioritization, creating ad-hoc bridge calls with all required stakeholders, and following up until completion.
- Responsible for the hiring process and training plan for all new hires and existing employees.
- Budget management and full proper allocation of merit increase, adjustments, and lump sums of compensations.

### **Achievements:**

- Securing a customer contribution of \$20 million on Customer funded tooling projects

### **Performance management:**

- Design and implement new reports and dashboards to monitor and report KPIs and sales operational performance.
- Sales Support team governance and coordination with main operational pillars: Finance, Credit and
- Collections, Procurement, Supply base, Legal and Commercial Excellence
- Develop, mentor and empower the teams.
- Career path creation for each team member and team strategy design.
- Create succession plans for self and for employees.
- Methodologies used: SixSigma, Agile, Kanban

### **Manager, OD Sales Support Tech & Systems, Oracle**

7 years 6 months

March 2017 - December 2017 (10 months)

Bucharest, Romania

### **Responsibilities:**

- Led and managed a team of 10 local ODSS analysts and 1 team leader who are responsible for supporting the Quote to Fulfillment Process
- Monitor, plan and implement projects to support business flow activities
- Coordinate daily activities of Oracle Digital Sales Support Tech & Systems support Teams
- Produce reports/ trackers/ briefing materials regarding department activity
- Participates in employee actions - hiring, promotion, transfer, compensation, discipline
- Monthly 1:1s with team members and weekly team meetings. Participates in other management and project-related meetings, as required
- Provide visibility to Sales Management on the sales activities and results
- Handling escalations for any outstanding cases that may occur and are impacting the Quote to Fulfillment Process
- Manage team performance:
- Analyze and address department performance
- Define and monitor the department KPIs
- Check the quality of offered service and propose solutions for improvement and development



- Coordinate personal development of the team members (development plan, projects, other opportunities)
- Create succession plans for self and employees
- Preparation and presentation of annual employee performance appraisals

### **Manager, Customer Support, E-Business Suite, Receivables**

October 2014 - March 2017 (2 years 6 months)

Bucharest, Romania

- Led and managed a team of 14 local and remote Technical Support engineers who are responsible for supporting Oracle Account Receivables products
- Achieving high levels of customer satisfaction and helping to transform the Support businesses with a proactive service
- Translates organization goals into performance objectives for each team member and measures organization and individual performance against plan
- Preparation and presentation of annual employee performance appraisals
- Jointly develops, coaches, and implements an employee development plan for each team member
- Monthly 1:1s with team members and leads weekly team meetings.
- Participates in other management and project-related meetings, as required
- Handling escalations as AR Cluster manager and rotational Duty manager for Financials department
- Participates in employee actions - hiring, promotion, transfer, compensation, discipline
- Recommends process and policy improvement ideas and strategies to senior management
- Ensures proper utilization of resources and justifies additional resource requests
- Maintaining and further developing the partnership with Development, Proactive, Product Strategy, BDE, and other Support teams

### **Team Lead, Global Service Desk - EMEA**

October 2012 - October 2014 (2 years 1 month)

- Manage a Global Service Desk team of 6 engineers providing IT support to Oracle global employees.
- Lead a specialized area that may have diverse functional elements.
- Frequently interact with supervisors and/or functional peer group managers. Interact with senior management.
- Ensure 24 x 7 Technical Support Line is properly staffed.
- Assist the Senior Manager in conducting employee performance reviews
- Responsible for shift schedule to include: work station assignments/rotations, employee training, employee vacations, employee breaks, back-up for absent employees, and shift rotations.
- Schedule and conduct team meetings.
- Communication within different levels of a business
- Direct projects/assignments and all activities related to the achievement of service delivery.
- Leading or participating in projects
- Assure quality customer service by achieving customer service objectives and handling customer escalations.
- Mentor and develop staff through Career Planning Program.



- Identify qualified candidates and participate in the hiring process.

### **Service Support Analyst**

July 2010 - October 2012 (2 years 4 months)

- Assessment and resolution of interruptions or reductions of IT services
- Analysis, validation, and documentation as part of the incident management life cycle
- Follow standard practices and procedures to identify potential system issues and escalate them if required
- Provide feedback on support delivered and current processes and procedures
- Communication within different levels of a business
- Provided mentoring for new hires in order to get them up-to-speed with the job requirements CGS (Computer Generated Solutions)

### **Support Technician**

June 2008 - July 2010 (2 years 2 months)

- Providing hardware and software support for Lenovo, the world's second-largest vendor of personal computers. Support is provided via phone or e-mail.
- Making use of soft skills and being proactive was a must for this position.

### **Customer Support, COSMOTE Romania**

April 2008 - June 2008 (3 months)

## **EDUCATION**

### **Universitatea „Spiru Haret” din București**

Business Administration and Management, General  
June 2023 - June 2026

## **CERTIFICATES**

Certified Support Center Manager  
(SCA)

ITIL Service Operations

ITIL V3 Foundation

## **HONORS-AWARDS**

Customer Service Pacesetter FY11

