



Lucian Artene

ERP & Integrations Manager - S.C. KARPATEN OUTGOING S.R.L.

Bucuresti



Date contact

18.09.2024

Email: lartene@yahoo.com

Tel: +40735988157

Oraș: Bucuresti

Experiență profesională

Experiență pe departamente

IT Software: **14 ani și 3 luni**

Telecomunicații: **2 ani și 9 luni**

Iul 2023 - prezent

1 an și 2 luni

ERP & Integrations Manager - S.C. KARPATEN OUTGOING S.R.L.

București | IT Software | Turism / HoReCa

- analyze and propose improvements in sales processes, methods, and tools
- define, document, and implement processes for integration to ensure compliance and standardization across teams
- improve API integrations by studying current practices
- management of all risks and issues
- responsible for on-time delivery and overall quality of deliverables

Oct 2022 - prezent

1 an și 11 luni

Technical Support Specialist - P.F.A. - ARTENE A. V. LUCIAN PERSOANĂ FIZICĂ AUTORIZATĂ

București | IT Software | IT / Telecom

- troubleshoot and resolve technical issues related to different software products
- communicate with customers to understand and diagnose their technical problems
- escalate complex technical issues to the appropriate team member for resolution
- maintain accurate records of customer interactions and technical issues in ticketing systems
- participate in testing new product features and enhancements
- collaborate with the development team to identify and resolve software bugs

Abilități și competențe dobândite:

software testing, customer support, Customer relationship management, testing manual

Sep 2022 - Mar 2023 Technical Support Specialist - Innoship

7 luni

București | IT Software | Comerț / Retail

- ability to prioritize workloads to ensure productivity

- maintains full ownership of ticket through its lifecycle and Incident Management process
- completes initial diagnosis and progress all issues in a timely fashion to meet customer SLAs, resolving the incidents wherever possible
- skilled in interpersonal relationships including clear communication skills, planning, organization and setting priorities
- excellent communication skills, which allow for troubleshooting and problem solving via oral and written communication
- any other tasks or projects assigned by the IT Service
- experience with different tools, such as: FreshDesk, Azure DevOps, Swagger
- basic knowledge with Visual Studio, Microsoft Azure Storage Explorer

Abilități și competențe dobândite:
testing, customer support, technical support

Iul 2020 - Dec 2022

2 ani și 6 luni

Technical writer - Mastex

București | IT Software | Navală / Aeronautică

- prepare instruction manuals per module
- create high-quality and understandable documentation for the entire technical team
- create documentation that meets the company's standards, is appropriate and easy to use develop, gather, and disseminate technical information among developers
- communicate with developers to understand product details
- experience with incident tool: Axosoft

Abilități și competențe dobândite:
Content Writing, technical writing

Iun 2010 - Oct 2022

12 ani și 5 luni

Senior Software Quality Assurance Engineer - wbe.travel

București | IT Software | IT / Telecom

- translate product specifications into QA test scripts to be implemented
- gather logs, configuration details in case of a bug and provide the same to the development team
- define product acceptance criteria with product owners and development team
- perform other duties and projects as assigned
- monitor program performance to ensure efficient and problem-free operations
- provide technical support during software configuration
- maintain databases of known test defects
- provide feedback and recommendations to developers on software usability and functionality
- experience with different tools, such as: Jira, Confluence, WordPress, Postman, XML

Abilități și competențe dobândite:
testing, Customer service, Technical Software Support, Technical Staff Training

Iun 2010 - Oct 2022

12 ani și 5 luni

Customer Support Specialist - wbe.travel

București | IT Software | Turism / HoReCa

- provide help and answers to the customers' technical issues through identification of the problem itself, research on answers and subsequent provision of guidance

- keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
- share feature requests and effective workarounds with team members
- follow up with customers to ensure their technical issues are resolved
- follow internal standard processes and procedures
- stay current with system information, changes and updates

Abilități și competențe dobândite:

Training, customer support, Customer service, technical support, Teamwork, technical training, online travel

Sep 2007 - Mai 2010 Project Manager - TweenCall

2 ani și 9 luni

București | Telecomunicații | IT / Telecom

- accomplished human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling employees
- achieved operational objectives by contributing information and recommendations to strategic plans and reviews
- resolved problems; completed audits; identified trends; determined system improvements
- represented client's or organisation's interests
- measured project performance using appropriate tools and techniques

Abilități și competențe dobândite:

Customer service, technical support, Teamwork

Oct 2008 - Oct 2009 Team Leader - TweenCall

1 an și 1 lună

București | Telecomunicații | IT / Telecom

- provided training and development
- guaranteed the performance of the staff is of a high standard
- managed performance reviews

Abilități și competențe dobândite:

Customer service, technical support, Teamwork

Educație

2021 - prezent

Doctorat - Universitatea București - Facultatea de Sociologie și Asistență Socială

Sociologie | București

Phd Thesis: Efectele sociale ale înlocuirii forței de muncă cu Inteligența Artificială în România

2008 - 2010

Masterat - Universitatea București

Resurse Umane | București

During the Master cycle the following subjects were studied: Micro Economics, Psychological Testing and Evaluation, Communication in Organizations, Labor Law, etc.

2006 - 2008

Facultate - Academia de Studii Economice

Facultatea de Relații Economice Internaționale | București

During the Bachelor cycle the following subjects were studied: Economics and International Affairs, Mathematics, English, etc.

2003 - 2006

Facultate - Academia de Studii Economice

Colegiu Universitar - Comerț Exterior | București

During this cycle the next subjects were studied: Foreign Trade, Marketing, Finance, Statistics in Macro Economy, etc.

1999 - 2003

Liceu / Școală profesională - Victor Babeș

Teoretic | București

Limbi străine

Engleză: Avansat

Franceză: Începător

Alte informații

Proiecte

Noua Acropolă

dobândit în Mai 2007

Member of the Non-Governmental Organization New Acropolis - an international organization with a philosophical, cultural and social attributes.

Publicații

Sociologia Românească - Încadrarea mediatică a inteligenței artificiale: o analiză a framingului din publicațiile online din România

dobândit în Iun 2024

Calitatea Vieții - Constrângeri și provocări în dezvoltarea aptitudinilor digitale pentru forța de muncă din România

dobândit în Dec 2023

Voluntariat

Hospice - Casa Speranței

perioada Dec 2018 - Ian 2020

Volunteer at Hospice Organization - Casa Speranței.