

Daniel D Turcu



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Summary

I am a calm and balanced person; I use reality for a fact; I don't complain and instead use the energy to find ideas and reasonable solutions for my problems. I always like to be one step ahead by taking non-standard routes and leveraging technology.

I have a background in engineering, which I was able to practice for a few years, and I am passionate about efficiency at work and in my private life.

I preach/practice flexibility and constant learning. I like processes and numbers, but I love it when I can step on green territory or would break the rules once in a while.

I like to inspire colleagues and help them grow, but I like it more when they inspire me.

Experience



Sr. Manager, Tech lead - Support and Training

Ipsos Interactive Services

Jun 2021 - Present (2 years 4 months)

Managing the operational activities of a Training and Support team

Main responsible for liaison with respective IT/Dev and operations team

Responsible for collecting requirements from production teams and facilitating feedback and improvement opportunities

Maintain track of activity and keep stakeholders up to date

Facilitate global support setup, training, testing and documentation preparation activities

Updating and activating other owners or functional/support stakeholders as required



Operations Manager

Ipsos Interactive Services

Apr 2019 - Present (4 years 6 months)

Managing functional scriptwriting activities, tactical and strategic, region level with P&L responsibilities.

Involvement in business development and end-to-end process re-engineering initiatives at a global company level.

Working with the teams, helping them to grow and reach their potential while at the same time learning from them with every opportunity.



Programming Manager

Ipsos Interactive Services

Apr 2016 - Apr 2019 (3 years 1 month)

Responsible for the on-line survey programming activities for Ipsos North America, providing services to corporate clients across a broad set of industries.

I led regional internal teams (footprint located mainly in Romania) and managed the relationship with the external offshore programming vendors.

Leveraged offshoring opportunities to ensure scalability, cost control, risk mitigation while keeping the same level of service;

I created and extended an operational model to improve cycle-time and allow for 24x7 client support via the implementation of multiple production shifts, weekend support, and cross-hub resourcing.

Designed and implemented strategies to achieve medium/long term company goals (global programs, KPI improvement, partnerships)

Successfully transitioned large programs from obsolete platforms/servers to modern environments ahead of schedule;

Participated in and won large pitches;

I built a good relationship with my colleagues, focusing on partnership, trust, and practical actions to help succeed.

I shaped teams and managers, I helped people develop, empowered them, encouraged them to take a calculated risk, learn from their mistakes, and practice in a controlled environment.



Scriptwriting Team Lead

Ipsos Interactive Services

Sep 2013 - Mar 2016 (2 years 7 months)

Leading the day to day activities of a scriptwriting team. Managing between 10-15 people, overseeing escalations, providing technical support, etc.,.



Scriptwriting Manager

Ipsos Interactive Services

Jul 2007 - Aug 2013 (6 years 2 months)

Leading the day to day activities of a scriptwriting team. Managing between 10-15 people, overseeing escalations, providing technical support, etc.,.



Project Engineer

Control Point srl

Dec 2009 - May 2013 (3 years 6 months)

Design the IT infrastructure for distributed control systems (DCS); hardware design of input and output modules for signals.

Development of technical specifications for loop diagrams and connections between Metso equipment and field instruments from manufacturers

Leading efforts to obtain ISO 9001 and 14001 certificates.

Development of software applications for automation of tasks (VBA scripts for MS Visio, Excel, Word and Access) for various applications: cable connections, loop diagrams, etc.

Development together with the company manager of a business plan in the period 2011-2013



Junior Programmer

Ipsos Interactive Services

Aug 2006 - Jun 2007 (11 months)

Education



Romania Jobs

Bachelor of Engineering - BE, Programming and automation

Oct 2005 - Jul 2009

Computer science and Automation Engineering

Licenses & Certifications



Microsoft Programming in HTML5 with JavaScript and CSS3 70-480 - Microsoft

Skills

Forecasting • Troubleshooting • Product Management • Technical Support • User Acceptance Testing
• Front-End Development • Jira • React.js • Node.js • Microsoft Office