

Profile Summary

Results-driven Customer Enablement Manager with over four years of experience in tech hardware and sales operations at HP Inc. Skilled in resolving customer challenges, optimizing onboarding processes, and driving satisfaction across local, regional, and global B2B clients. Currently expanding expertise in finance and banking to strengthen financial business knowledge and enhance cross-functional capabilities. Passionate about delivering seamless customer experiences and process improvements that drive business success.

Professional Skills

- Microsoft Office
- Customer Experience (B2B)
- Sales Operations
- Tech hardware knowledge

Relevant Skills

- Account management
- Data management
- Reporting
- Analytical thinking

Education

**Bachelor's Degree - Finance and Banking**2023 - present

Faculty of Finance and Banking - Bucharest University of Economic Studies

**Bachelor's Degree - Political Science in English**2018-2021

Faculty of Political Science - University of Bucharest

Work Experience

**Local Councillor | Sector 6, Bucharest**2024 - 2028

Urbanism, Public Works and Environmental Committee

**HP Inc. | Customer Enablement Manager**2020 - present

I manage B2B local, regional and global customers based across Central Europe (DACH) and Türkiye. Previous experience includes Middle Eastern customers.

Main responsibilities:

- Consultancy & design of product offering
- Experience in onboarding global customers
- Active customer communication and support
- Process champion

**Chancellery of the Prime Minister of Romania | Advisor - State Councillor Office**2022-2023

- Part of the Strategic Coordination Group - Humanitarian Assistance for Ukraine
- Data management
- Social media content creation
- Web design and management

Certifications

**Cambridge English Level 3 Certificate in ESOL International (Advanced) - 2017**

Interests

- Content editing, creation
- Online & in person campaigns
- Personal health & finances