

## WORK EXPERIENCE

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### Steelcase

Service Desk Analyst

Feb. 2024 – Present

Hybrid: Cluj-Napoca

Consistently ranked **top performer** on North America support team.

- Proposed and delivered **multiple process improvements** (phishing workflow, DL/SG automation, FIFO ticket assignment, alert management).
- Handled security incidents: investigated phishing/spam, **stopped a live intrusion attempt**, Altered the escalation flow, contributed to updated corporate security procedures. **Delivered Security Onboarding** sessions for all new hires in Cluj.
- Initiated and now lead an **AI chatbot project** (RAG-based assistant surfacing ServiceNow KB in Teams). Built MVP and documentation, now coordinating iterative development.
- Participated in **on-call rotation** for critical incidents (monthly).
- Daily **exposure to enterprise infra**: Active Directory, ServiceNow, Jira, Confluence, Azure DevOps Boards, Exchange admin, SCCM/Intune, Cisco ISE, Darktrace, Fortimail.

### Electronic Arts - Bioware

QA Tester     *Star Wars the Old Republic*

Oct. 2022 – Sept. 2023

Remote

- Supported 3-month release cycles for seasonal game updates.
- Performed regression, feature, black-box, A/B, and compliance testing.
- **Automated** repetitive item setup with batch scripts, **reducing prep time** from hours to minutes.
- Collaborated with distributed dev and compliance teams (Disney/EA/Bioware).

## PROJECTS

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### Tresor – Homelab (in progress)

- Designed a **Debian 12 homelab** with **Ansible, Docker, Traefik, Cloudflare Tunnel**, focusing on reproducibility and security-first design.
- Segmented infra into **isolated networks**: LAN-only monitoring (Grafana, Prometheus, Jellyfin, Portainer) and public-facing services via Cloudflare Tunnel.
- Planned **IaC principles** and strict access control, fully documenting the architecture in Joplin.

### AI Chatbot (Steelcase)

- Built an MVP RAG agent (Excel backend + Copilot Studio) to surface ServiceNow KB in Teams.
- Documented everything from high-level overview to implementation plan in 3 phases, now coordinating the integration.

### Other selected projects:

- **Life-Scheduler** – Daily task automation system using **Python, GitHub Actions**, and **Trello Butler**. Manages my personal workflow end-to-end; in continuous daily use.
- **Secure Contact Form** – Built a **Cloudflare** Pages portfolio by using: **CF Worker** → **AWS SES** pipeline for reliable static form submissions. Hosted on **Cloudflare Pages** with **Turnstile** CAPTCHA and full DNS/mail authentication. Currently live at **raduhrr.xyz**.

- **Spam-Ham Classifier**

Applied **4 ML classifiers** (Logistic Regression, Decision Tree, Random Forest, Gradient Boosting) on the UCI Spambase dataset. Produced comparative metrics (ROC curves, precision/recall) and visualizations.

- **Small Express REST App**

Built a small full-stack project: **Express backend + JSON Server + vanilla JS frontend** for managing a music track database, including filtering and simple CRUD flows.

## SKILLS

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- Core Infra & Automation: **Linux (daily driver)**, Ansible, Docker, IaC, GitHub Actions.
- Programming & Scripting: Python, **Bash**.
- Cloud & Networking: **Cloudflare**, **AWS** SES and S3, DNS + mail auth.
- Databases: Basic **SQL**.
- Enterprise Tools: **Active Directory**, ServiceNow, Jira, Confluence, Azure DevOps Boards.
- Windows Administration (basics): **SCCM** (MECM), Intune/Company Portal, Exchange admin.
- Ways of Working: Agile sprints, documentation-first mindset, process improvement. **Consistently document** workflows and learnings using Joplin and Trello.

## EDUCATION

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Facultatea de Științe Economice și Gestiunea Afacerilor  
*Informatică economică*

*Cluj-Napooca*  
*Expected graduation: 2026*

**Bachelor's Thesis:** Infrastructure-as-Code Homelab for DevOps Exploration (Tresor)