[redacted]

Strategic Partnerships and Customer Support Specialist

Contact

Location: [redacted]
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Link: [redacted]

About

Managed support operations for over 12,000 clients, yielding a 4.9 rating across all major platforms by tailoring product visibility strategies to drive 35 percent annual revenue growth. Accomplished an 80 percent increase in doctor efficiency as measured by the replacement of manual paper workflows with automated digital processes across 45 medical clinics. As a Product Owner and Strategic Partnerships Manager, I leverage Product Ownership, SaaS Strategy, Client Onboarding, HTML, and CSS to align customer goals with product value for improved retention and adoption.

Top Technical Stack: Product Ownership, SaaS Strategy, Client Onboarding, HTML, CSS

Skills

Product and Business Strategy: SaaS Strategy, Product Ownership, Churn Reduction, Upselling

Design and Creative Tools: Adobe Photoshop, Adobe Illustrator, UI design, UX design

Technical Proficiency: HTML, CSS, Client Onboarding, Customer Success, Customer Support

Languages

Română (Native)
Engleză (Fluent)

Experience

Product Owner, Customer Support
Digital-med.ro

Mar 2023 - Present

Healthcare technology provider specializing in the digitalization of occupational medicine workflows and medical data management.

- Spearheaded the onboarding process for medical clinics to ensure seamless migration of sensitive healthcare data and immediate operational readiness, resulting in around 5 hours..
- Optimized clinical productivity by replacing manual paper workflows with automated digital processes, driving an 80% increase in doctors efficiency.
- Delivered 100% implementation success by onboarding over 45 medical clinics within the last year while providing expert guidance on legal compliance and platform security.
- Prioritized high impact feature developments on the product roadmap by systematically analyzing client feedback, yielding a 95% improvement in user experience.

Owner and Administrator
Reckon5

Mar 2006 - Present

Commercial property management firm providing high traffic office space administration and infrastructure oversight.

- Delivered 100% occupancy rates as evidenced by the implementation of personalized client service strategies.
- Optimized building quality standards resulting in 99% uptime by coordinating maintenance teams, cleaning staff, and technical service providers.
- Spearheaded long term partnership stability yielding a 100% renewal rate and 2.5% annual value growth through the administration and strategic renegotiation of lease agreements.

Co-Founder and Brand Manager
TeMiriCe

Aug 2016 - Dec 2025

An educational co-working hub fostering collaborative development and professional networking for early career professionals.

- Spearheaded the creation and management of a professional co-working community by facilitating specialized educational projects in IT and design, driving membership capacity from 16 on-table seats to 40 people.
- Optimized the member value proposition, as evidenced by the 35+ local and international competition wins achieved by young members through the development of strategic partnerships with industry mentors and subject matter experts.
- Led the integration of external industry talent into the community ecosystem by curating high impact mentorship and professional development opportunities, yielding a 90% rate of participants who are now masters in their craft.

Co-Owner, Product Owner and Customer Support Manager
ClothesWithMuscles.com

Oct 2016 - Jan 2025

Direct to consumer manufacturer of niche apparel operating internal production facilities and international marketplace distribution.

- Spearheaded global customer experience by managing support operations for over 12,000 clients, yielding a 4.9 rating across all major platforms.
- Optimized multichannel sales performance across website, Amazon, eBay, and Etsy by tailoring product visibility strategies, driving 35 percent annual revenue growth.
- Engineered product improvements across 5 distinct categories by translating customer feedback into production requirements, resulting in an 80 percent decrease in product return rates.
- Led the transition of design updates into the internal production cycle by collaborating with the Bucharest tailoring team and sourcing materials from various vendors, increasing production efficiency by 35 percent.
- Boosted customer retention by partnering with DHL to streamline post purchase logistics, resulting in a reduction of worldwide delivery times to 3 to 5 days.

Strategic Partnerships Development Manager
GuidefAI

May 2020 - Jun 2022

SaaS firm specializing in the digital transformation of technical documentation for global manufacturing enterprises.

- Optimized post purchase customer engagement by transforming static user manuals into interactive digital experiences, yielding an 83% improvement in product interaction and product understanding.
- Led the integration of SaaS solutions into industrial manufacturing workflows by securing high value strategic partnerships with large furniture and cosmetic manufacturers, resulting in the successful entry into a new enterprise client market.
- Delivered enhanced product usability for manufacturing clients by converting technical documentation into digital formats, as demonstrated by the establishment of a 35% increase in post purchase relationships with end customers.

Co-Founder and Strategic Development Consultant
Orderro

Mar 2020 - Jan 2022

Digital transformation consultancy providing optimized operational workflows and order management systems for the hospitality sector.

- Spearheaded the development of operational workflows for the internal team, resulting in a 50% increase in efficiency through structured coaching and strategic approach deployment.
- Delivered a 35% increase in client retention for restaurant partners by analyzing user behavior and providing strategic support to refine digital ordering solutions.
- Drove a 25% increase in sales for restaurant partners by analyzing user behavior and implementing targeted digital ordering enhancements.

Co-Owner and Sales and Customer Manager
VagabondLabs.com

May 2017 - Jul 2018

SaaS startup venture specializing in productivity toolkits and technical consulting for enterprise scale WordPress environments.

- Spearheaded the sales strategy for Adminio by developing a comprehensive productivity toolkit, resulting in 350 downloads within the first 2 months.
- Engineered an intuitive user interface using HTML and CSS, yielding an 80% increase in user productivity metrics.
- Optimized administrative workflows for eCommerce and blog operators by delivering technical consulting on plugin implementation, driving a 50% improvement in site management efficiency.

Owner, Project Manager and Graphic Designer
R-KON5 Design Studio

Jan 2004 - Jun 2010

Global design consultancy delivering full service digital branding and web development solutions to an international client base.

- Spearheaded organizational structure and team performance by managing 14 specialists including designers, developers, sales, and project management personnel, resulting in 3500+ satisfied clients and a 4.9 rating on the Elance platform.

- Secured the number 1 ranking globally for web design on the Elance platform as evidenced by the consistent delivery of high quality design and technical execution across the project lifecycle.
- Optimized cross departmental workflows between sales, creative, and technical implementation teams, driving improved project delivery timelines as measured by a turnaround of less than 5 days from initial offer to final file delivery.

Web and Graphic Designer
RASEB srl

Apr 2003 - Oct 2004

Full service creative agency providing digital and brand identity solutions to a diverse client base.

- Delivered 200+ custom made websites, yielding high client satisfaction by leveraging Photoshop and Illustrator for core design execution.
- Designed 250+ unique brand identities by leveraging Photoshop and Illustrator.
- Optimized daily design workflows in a competitive environment, resulting in high quality output delivered in the shortest time possible.

Junior Web Developer
Citrus Media srl

Sep 2001 - Mar 2003

Boutique digital agency focused on delivering custom web solutions for local commercial clients.

- Engineered functional website builds for 45 local commercial clients by integrating HTML and CSS.

Education

Bachelor of Laws (LLB), Faculty of Law and Public Administration
Universitatea Tibiscus

Sep 1999 - Jun 2003

N/A

Bachelor of Laws (LLB)