DRAGOȘ BUJOR

PhD Candidate in Business Administration | Senior Principal Customer Success Manager

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PMP

PH.D.(C)

Leadership • Cloud • Customer Success

ABOUT ME

Business administration PhD candidate and senior customer success leader with more than 16 years of international experience in customer-facing, commercial and organisational roles. Combines research in leadership, metacompetences, artificial intelligence, sustainability and digital transformation with hands-on responsibility for complex Oracle Cloud portfolios across EMEA. Experienced in C-level partnership, business-value realisation, programme and project management, mentoring, negotiation and cross-cultural team coordination.

RESEARCH AND DOCTORAL PROFILE

09/2022–Present

Doctoral Researcher / PhD Candidate in Business Administration

Bucharest University of Economic Studies – Business Administration Doctoral School *(Bucharest, Romania)*

- Doctoral thesis topic: leadership and metacompetences.
- Research interests: leadership styles and effectiveness, ethical and sustainable leadership, organisational change, artificial intelligence, digital transformation and customer analytics.
- Author and co-author of academic articles, conference papers and book chapters; contributor to international research collaborations.

ACADEMIC FOCUS

Leadership • Metacompetences • Organisational behaviour • Sustainability • Artificial intelligence • Digital transformation • Customer analytics

CONFERENCE WORK

BASIQ International Conference on New Trends in Sustainable Business and Consumption, Graz, Austria (2022) – co-author of “Software as a Service’s Role in Sustainable Business”.

EDUCATION AND TRAINING

2022–Present

Doctor of Philosophy (PhD), Business Administration – candidate

Bucharest University of Economic Studies *(Bucharest, Romania)*

Business Administration Doctoral School; doctoral research in leadership and metacompetences.

2011–2013

Master’s Degree, International / European Law Studies

Danubius University of Galați *(Galați, Romania)*

Key areas: European social law, environmental law, comparative labour law and EU institutional law. Final grade listed as 10/10.

2008–2011

Bachelor’s Degree, Public Administration

Dunărea de Jos University of Galați *(Galați, Romania)*

Key areas: constitutional, criminal and administrative law, ethics and comparative European law. Final grade listed as 10/10.

2005–2008

Bachelor’s Degree, International Business

Dunărea de Jos University of Galați *(Galați, Romania)*

Key areas: international trade, business law and macroeconomics. Final grade listed as 10/10.

2007

Pedagogy and Psychology Module

Dunărea de Jos University of Galați *(Galați, Romania)*

Teacher-training studies in psychology, teaching methodology, logic and rhetoric, teaching practice and communication.

SELECTED PUBLICATIONS

2026 Bujor, D. et al. “Business Leadership and Achieving Business Goals in Entrepreneurship and Companies: Case of Female Business Leadership.” In Challenges and Innovation Opportunities in the Context of Sustainability, Industries 4.0 and 5.0, Springer Nature Switzerland, pp. 83–102. DOI: 10.1007/978-3-032-16432-2_7

2025 Bran, I., Bujor, D. and Bran, A. E. “The Influence of Leadership Styles on Employees’ Sustainable Behavior.”

2025 Bujor, D. and co-author. “AI-Driven Predictive Customer Analytics for Forecasting Behavior, Churn and Future Buying Patterns.”

2024 Benabed, A., Bujor, D. et al. “The Role of AI for Business and Companies’ Leadership and Internationalization in Globalization: A Background with Analysis.”

2024 Bujor, D. et al. “Understanding How Artificial Intelligence Affects Leadership: Exploring Opportunities and Challenges through Bibliometrics.”

2024 Bujor, D. and Bichel, A.-N. “Change Management in the IT Industry: The Pivotal Role of Leadership in Ensuring Smooth Transitions.”

2023 Bujor, D. et al. “Ethical Frontiers: Leadership Perspectives in the Contemporary Food Industry.”

2023 Zavatin, I., Bujor, D. et al. “Study on the Impact of Organizational Culture, Knowledge Management and Digitalization on Sustainable Leadership.”

2023 Fratiloiu, B., Bujor, D. et al. “Why Leadership Fails? Few Causes for Why Good Leaders Do Bad Things.” Ecoforum, 12(2/31).

2022 Bujor, D., Vasiliu, C. and Dinu, V. “Software as a Service’s Role in Sustainable Business.” 8th BASIQ International Conference, Graz, Austria, pp. 344–350. DOI: 10.24818/BASIQ/2022/08/046

PROFESSIONAL EXPERIENCE

09/2023–Present

Senior Principal Customer Success Manager

Oracle *(Bucharest, Romania)*

- Manage a portfolio exceeding US$6 million across EMEA and the Oracle SaaS Cloud footprint, including ERP, EPM, HCM and CX solutions.
- Partner with senior and C-level stakeholders to align cloud adoption with strategic objectives, business outcomes, ROI, advocacy, retention and expansion.
- Coordinate cross-functional success plans, executive governance and value-realisation activities across complex international accounts.

02/2022–09/2023

Principal Lead Customer Success Manager – ERPM

Oracle *(Bucharest, Romania)*

- Trusted adviser for a portfolio of 20 customers across the Middle East and Africa, with annual recurring revenue of approximately US$5 million.
- Aligned Oracle Cloud Applications strategy with customer priorities and maintained C-level partnerships across diverse industries.
- Helped customers quantify business value and impact from their Oracle Cloud investment.

08/2019–01/2022

Senior Lead Customer Success Manager – ERPM/HCM

Oracle *(Bucharest, Romania)*

- Managed 20+ customers across the Middle East and Africa, with ARR above US$3.5 million and total contract value above US$13 million.
- Developed adoption strategies, prioritised business objectives and provided structured recommendations and action plans.
- Strengthened cross-business engagement and customer satisfaction while identifying opportunities for improvement and growth.

07/2018–07/2019

Senior Customer Success Manager – ERPM

Oracle *(Bucharest, Romania)*

- Led post-sales customer success activities, onboarding, change management, product adoption and quarterly business reviews.
- Monitored adoption and utilisation trends, managed risks and partnered with sales and technical teams on growth opportunities.
- Supported use-case selection, implementation guidance, KPI/SLA definition and executive communication.

01/2018–07/2018

Learning and Training Development Coordinator

Allianz Partners *(Paris, France)*

- Defined curricula aligned with business requirements and coordinated seven trainers in the development of new learning programmes.
- Delivered soft-skills training for more than 200 employees and contributed to initiatives that reduced attrition.
- Mapped capability needs and partnered with HR to create an induction programme for new employees.

06/2017–07/2018

Insurance Claims Management Clerk

Allianz Partners *(Paris, France)*

- Managed end-to-end claims activities, including first notification of loss, assessment, payment initiation and customer-data updates.
- Performed quality checks for an 11-person team, supported KPI definition and contributed to process, testing and reporting improvements.

06/2016–06/2017

Billing and Reporting Specialist

Schlumberger *(Algiers, Algeria)*

- Processed client and third-party invoices accurately and on time, including software, information and geophysical technology billing.
- Supported reporting, control and coordination activities in an international operational environment.

PROFESSIONAL CERTIFICATIONS

PROJECT MANAGEMENT	Project Management Professional (PMP) • PMI Agile Certified Practitioner (PMI-ACP) • PRINCE2 Practitioner
AGILE AND DELIVERY	Professional Scrum Master II (PSM II) • SAFe 6 Scrum Master • Agile Coach
PROCESS AND SERVICE	Certified Lean Six Sigma Master Black Belt (CLSSMBB) • ITIL 4 Specialist / Foundation
ORACLE AND CLOUD	Oracle EPM Cloud Planning – Learning Explorer • Oracle ERP Cloud (General Ledger) – Learning Explorer • Enterprise Planning and Budgeting Cloud: Manage Financials • Oracle Financials Retail Industry Guru
TRAINING	Graduation Certificate – Trainer, Romanian Ministry of Education (2018)

PERSONAL SKILLS

LANGUAGES	Romanian – native or bilingual proficiency • English – full professional proficiency • French – limited working proficiency • Spanish – elementary proficiency
LEADERSHIP / BUSINESS	C-level stakeholder engagement • Cross-cultural leadership • Coaching and mentoring • Customer success • Negotiation and sales • Business-value and ROI management • Programme and project management
DIGITAL / CLOUD	Oracle Fusion Cloud ERP, EPM, HCM and CX • SaaS adoption • Customer analytics • Artificial intelligence and digital-transformation research • Bibliometric research
COMMUNICATION	Executive presentations • Academic writing • Training facilitation • Relationship influencing • Structured problem solving

VOLUNTEERING AND RECOGNITION

2020–PRESENT	Mentor, Mentoring@Oracle – one-to-one professional development, knowledge sharing and network building.
2018–2019	Mentor and coach, Oracle Volunteering Team – “Be an Inspirational Speaker” programme for 200 high-school students.
RECOGNITION	Q4 Customer First Award – EMEA recipient • Oracle Financials Retail Industry Guru