


PERSONAL INFORMATION

Fogoroş Teodora Elena



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Sex Female | Date of birth 10/04/1996 | Nationality Romanian

JOB APPLIED FOR
POSITION
PREFERRED JOB
STUDIES APPLIED FOR
PERSONAL STATEMENT

WORK EXPERIENCE

April 2024 - present **IT Front office manager**
Orange services

Main role:

- Leading a team of 6 Incident managers, 6 Customer support engineers, 1 Technical leader and 1 Relationship manager that are responsible to assist customers with all incidents and service requests and act as the SPOC between the Business units (IT service operators and providers), internal partners, external partners and the Orange affiliates (service users)
- Coordinating, managing and monitoring all service desk and incident management operations, including the costs of running Front office business unit
- Ensuring all incidents and clients requests are managed properly by the teams members in the agreed SLAs
- Acting as point of escalation for all major incidents and crisis-related activities
- Driving and achieving good results with all teams while managing ambiguity and change
- Using the customers ad-hoc feedback and customer satisfaction survey results to continuously improve the teams current ways of working and the incident management process
- Partnering with the recruiting team to source, interview and hire suitable candidates for the above-mentioned teams
- Influencing and consistently engaging with the team during monthly weekly team meetings, one to one, refresher courses, lessons learned sessions
- Analyzing and identifying the teams' training needs to proactively schedule relevant workshops, practice sessions, etc.
- Aligning the teams' operational and growth objectives to the organization's mission and strategy
- Providing guidance and encouraging employees to take on more challenging assignments and to set more ambitious objectives for themselves
- Territory: EMEA

September 2022 – March 2024 **Team Leader**
Société Générale European Business Services

Main role:

- Understand the Group training principles and strategy and oversee its implementation
- Showcase a keen understanding of training trends, developments, and best practices
- Steer the operational activity, analyse data and operational reports, monitor KPIs vs SLAs, communicates them accordingly to the partners and proposes corrective actions in case the

- SLAs or KPIs are not respected
- Manage the relationship with partners and other stakeholders involved in training projects to ensure timely delivery
- Manage the training budget by delivering training budget consumption analysis. oversee provisioning and invoice management process to ensure correct delivery of the process
- Coordinate risk prevention controls, evaluate risk as the activity evolve and offer risk mitigation solutions
- Coordinate incident management process and follow up on the production incidents
- Collaborate with the process coordinator and the N+1 to propose and contribute to continuous improvement initiatives. including automation through RPAs and industrialization of the processes follows-up their implementation
- Ensure a functional coordination with the managers of the departments whose activities are overlapping with those of the Training team
- Manage the team's knowledge management (working procedures. skills transfers, back-up, etc.
- People management: take in charge the management of the team (18FTEs) from recruitment, performance assessment. workload management to career development
- Follow-up capacity planning at team level, as well as individual level and implement solutions to balance the activity within the team and enhance team's performance

April 2021 - September 2022 **Training process coordinator**
Société Générale European Business Services

Main role:

- Excellent knowledge of process and work procedures on his/her perimeter (including the dispatch and classification cell)
- Act as an expert within the France Training team, maintain the work quality at a high level and in compliance with the agreed KPIs, prevent operational risk, offer support to the other team members and maintain a good client relationship.
- Ensure that the team knows and respects the work procedures, process flows and that it is aware of the KPIs established with the client
- Follows-up the quality indicators established with the client
- Organize and participate to weekly operational committees with the client
- Ensure weekly / monthly reports are delivered to the team in accordance with established procedures and deadlines
- Report incidents and implement solutions to prevent them, provide constructive feedback for operational errors and risk prevention
- Optimize the processes in order to exclude non-value-added tasks and to improve production
- Organizes process improvement workshops and problem detection workshops
- Project involvement: process improvement, new activities, standardization, and mutualizing project
- Act as a backup for the team leader

November 2017- April 2021 **Training analyst**
Société Générale European Business Services

Main role:

- Implementation of the training activities
- Schedule the training sessions for the existing courses, in collaboration with the Training Coordinator;
- Make the logistical planning for the training sessions (trainers, training rooms, other logistical needs);
- Request on behalf of the employees a course or a training session when they do not have access to the system;
- Enrol the employees in training sessions, as requested by the Training Coordinator;
- Manage the "push" and "pull" training sessions (organizing the training sessions);
- Register the attendance list in the internal application and ensure that the feedback from the participants is requested in time;
- Manage the relationship with the training providers, if necessary;
- Makes feedback synthesis and sends the reports to the trainers or/and the Trainer Coordinator;
- Makes and sends reports for the e-learning courses;
- Makes and sends reports with the course sessions for which the attendance list was not received.

June 2017-November 2017 **Human resources specialist**

Société Générale European Business Services

Main role:

- Ensuring a permanent supervision over the administrative management of the personnel.
- Ensuring answers to clients' questions, escalated by the FilRH analysts and providing needed assistance and advice on the HR domain.
- Assisting, informing, and advising the HR partners from SGPM, managers and employees from the central services regarding the rules and procedures of HR.
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November 2014 -May 2017

**Superior Technical Customer Support Representative
Conectys SERV Telecom**

Main role:

- Provide technical problem resolution to end-users (customers) by performing a question diagnosis while guiding users through step-by-step solutions (uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, etc.) ;
- Follow up and make scheduled call backs to customers where necessary – inbound and outbound calls; Transferring calls to HR or Sales and Marketing Department of the company;
- Follow standard processes and procedures and quality analyst skills and training for new agents; Translations from English to French or French to English and providing phone interviews in French for new employees and checking their writing skills.

EDUCATION AND TRAINING

2020-2021

DPPD – Teacher training department

Postgraduate psycho-pedagogical training program, Level II - pre-university and university education

2019-present

PhD student

Business Administration Doctoral School at Academia de Studii Economice Bucuresti

Domains of interest: 4.0 Industry, Quality management, Change management, Digitization, Innovation, AI, Big Data, Agile methodology, Business agility, Sustainable business, Risk management, Organizational performance

Thesis title: IMPROVING THE MANAGEMENT SYSTEM OF ORGANIZATIONAL RESILIENCE IN THE CONTEXT OF SUSTAINABLE DEVELOPMENT AND BUSINESS DIGITALIZATION

2017-2019

Master's degree

Entrepreneurship and Business Administration – French at Academia de Studii Economice Bucuresti

2017-2018

DPPD – Teacher training department

Postgraduate psycho-pedagogical training program, Level I -middle school and high school education

2014-2017

Bachelor's degree

Business Administration in Foreign languages – French at Academia de Studii Economice Bucuresti

- notions of economy, accounting, marketing, management, statistics, informatics, and others at an advanced level. Also, the program provided entirely in foreign languages, represent offer a greater accessibility to companies that require specialty knowledge in English and French

2010-2014

Colegiul National Dr.Ioan Mesota Brasov – Natural Sciences Bilingual Profile (French)

PERSONAL SKILLS

Mother tongue(s)

Romanian

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
French	C1	C2	C1	C1	C1
DELFB1 and B2 both obtained in Highschool – age 15 and 16					
English	C1	C2	C1	C1	C1

Job-related skills

- Good knowledge of MyLearning (Catalogue, Proxy enrolment, Session management and Custom Reporting sections; core emails; markers & custom fields; etc.);
- Very good knowledge of Mandarine : since march 2020, I took the responsibility of Proxy Product Owner for the tool development and deployment withing SG EBS, by prioritizing future evolutions, creating links between Mandarine and other specific SG EBS tools such as MyLearning, listening to the customer voice, all this by applying the Agile methodology)
- Part of the Future Team Mandarine (Agile Master, BA, PO MyLearning and Mandarine, developer Mandarine) with weekly operational committees
- Organizer of the trimestral meeting with the Mandarine customers in order to present the new evolutions and to ask for their demands
- Excellent knowledge of MS Office (Word, Excel, Power Point, Outlook)
- Excellent knowledge of Neocase setup
- Organizer of different process improvement workshops and problem detection workshops, based on my responsibility as Leannovation Ambassador
- Business analysis skills

Other skills

- Team spirit
- Oriented towards finding solutions in the operational situations encountered
- Open minded and interpersonal skills
- Open to change
- Innovation enthusiast
- Efficient organizer and time management
- Structured thinking
- Self-taught
- Problem-solving
- Computer skills
- Communication skills
- Agile and Scrum
- Strategic planning
- Adaptability
- Empathy
- Training skills
- Coaching
- People Management
- People Development
- Young People
- Leadership
- Change Management
- Employee Training
- Team Leadership

Driving licence B since 2018

ADDITIONAL INFORMATION

Publications
Presentations

Fogoros, T.E., Maftai, M., Bitan, G.E. and Kurth, B.L., **Study on methods for evaluating employees performance in the context of digitization**, The 14th International Conference on Business Excellence – Business Revolution in the Digital Era – ICBE 2020, 11-12 of June, 2020, Bucharest, Romania, submitted to Thomson Reuters ISI Web of Science (WOS) Conference Proceedings Citation Index, <http://bizexcellence.ro/icbe-conference/>

Fogoros, T.E., Maier, D., Iordache, A. and Bitan, G.E., **A study on factors influencing sustainable entrepreneurship in European Union Countries**, The 6th BASIQ International Conference on New Trends in Sustainable Business and Consumption, 4-6 June 2020, The University of Messina, Italy, proceedings submitted for indexation to Clarivate Analytics under the aegis of Amfiteatru Economic Journal, <https://conference.ase.ro/>

Fogoros, T.E., Maftai, M., Olaru, S.M. and Bitan, G.E., **From Traditional to Digital: A study on business models in the context of Digitization**, The 3rd International Conference on Economics and Social Sciences – Innovative business models to restart the global economy, 15-16 October 2020, Bucharest University of Economic Studies, Romania, <https://icess.ase.ro/>

Fogoros, T.E., Olaru, S.M., Trifan, B.I. and Maier, D., **Study on Agile digital transformation in relation to organizational innovation**, The 36th IBIMA International Conference, 4-5 November 2020, Granada, Spain, <https://ibima.org/>

Ifrim, A.M., Bitan, G.E., Maier, D. and Fogoros, T.E., **Improving the performance of organizational innovation processes by applying the Six Sigma methodology**, The 14th International Conference on Business Excellence – Business Revolution in the Digital Era – ICBE 2020, 11-12 of June, 2020, Bucharest, Romania, submitted to Thomson Reuters ISI Web of Science (WOS) Conference Proceedings Citation Index, <http://bizexcellence.ro/icbe-conference/>

Ionescu, R.C., Olaru, M., Lampe, G.S. and Fogoros, T.E., **A study on information security impact on the delivery of IT managed services**, The 6th BASIQ International Conference on New Trends in Sustainable Business and Consumption, 4-6 June 2020, The University of Messina, Italy, proceedings submitted for indexation to Clarivate Analytics under the aegis of Amfiteatru Economic Journal, <https://conference.ase.ro/>

Bitan, G.E., Fogoros, T.E., Petcu, C. and Olaru, S.M., **Possibilities to improve risk management in the context of implementing a quality management system**, The 3rd International Conference on Economics and Social Sciences – Innovative business models to restart the global economy, 15-16 October 2020, Bucharest University of Economic Studies, Romania, <https://icess.ase.ro/>

Trifan, B.I., Olaru, M. and Fogoros, T.E., **Study on essential digital leader's skills in the process of digital transformation**, The 36th IBIMA International Conference, 4-5 November 2020, Granada, Spain, <https://ibima.org/>

Maier, D., Olaru, S.M., Bitan, G.E. and Fogoros, T.E., **The benefits of business continuity management system based on the International Standards in a pandemic situation**, The 36th IBIMA International Conference, 4-5 November 2020, Granada, Spain, <https://ibima.org/>

Projects

2015 – Participation at workshop « Entrepreneuriat », proposed by the Embassy of Canada in Romania, in partnership with Central and Eastern Europe Office of the Agence universitaire de la Francophonie (learned how to develop our own little enterprise in 3 days, including the business plan – won the first prize)

2016 (1 semester – 11 weeks)– Participant at the Consulting Management Module Course organized by EY and A.T. Kearney (This Course aims to dive into the topic of Management Consulting, showcasing the ins and outs of the job and what it's really like to work in this field. We studied real-life examples that illustrate the many tasks and challenges consultants face)

Conferences

The 14th International Conference on Business Excellence – Business Revolution in the Digital Era – ICBE 2020, 11-12 of June, 2020, Bucharest, Romania, indexed in EBSCO, Proquest, ExLibris, OCLC, Google Scholar, Microsoft Academic, CELDES, CNPIE, Naviga and submitted to Thomson Reuters ISI Web of Science (WOS) Conference Proceedings Citation Index, <http://bizexcellence.ro/icbe-conference/>

The 6th BASIQ International Conference on New Trends in Sustainable Business and Consumption, 4-6 June 2020, The University of Messina, Italy, proceedings submitted for indexation to Clarivate Analytics under the aegis of Amfiteatru Economic Journal, <https://conference.ase.ro/>

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The 36th IBIMA International Conference, 4-5 November 2020, Granada, Spain, <https://ibima.org/>

Data

30.05.2024

Semnatura

