

# Alexandru Mihailciuc



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**Personal dates:**

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**Personal objective:**

Finding new challenges and ways of perfecting my leadership and technical skills.  
Embracing a work environment which is both enjoyable and financially satisfactory,  
where I can fully utilize my skill sets.

**Educational background :**

**2009 – 2011** – PhD at **Bucharest University of Economics (ASE) – Environmental Economics;**

**2007 – 2009** – Master at **Bucharest University of Economics (ASE) – Environmental Economics;**

**2004 – 2008** – Bachelor at **Romanian-American University – European Integration Economics;**

**2003 – 2007** - Bachelor at **Bucharest University of Economics (ASE) – Environmental Economics;**

**Other trainings/certifications:**

2015 – **ITIL Advanced Service Strategy, Service Design** – Trained & Certified

2015 – **PMP** – Trained, PMI member, certification due by End of Year

2013 – **Six Sigma Green Belt** – Certified

2013 – **ITIL Foundation & Advanced** – Certified

2013 – **GDP (Good Documentation Practices) for Pharma Industry** – Certified

2012 – **Project Management CNFPA & PMI methodologies** – Certified (PMI recognized diploma)

2012 – **Business Analysis: Business Process Modeling & Optimization, Business Analysis and Requirements Management in Projects** – Trained & Certified (IIBA recognized diplomas)

2011 – **CCNA (Cisco Certified Network Associate)** – Trained & Tested

2011 – **Microsoft SQL Server 2008 R2 Administration** – Trained & Tested

2008 – **LEAN QMS**– Certified

**Professional  
experience:**

## Responsibilities

**September 2020 – present**  
**UiPath**

**Position: Vice President, Sales Engineering, Customer Success & Renewals  
Lead EMEA**

**Responsibilities:**

Re-Structured & managed 3 regional departments of pre and post sales professionals, as well as 1 sales team, spreading across 20 countries:

- Built a new Org Structure and operating models for post sales customer support and scaling
- Built a new Sales org de-coupling the renewals activities from field sales
- Built enablement practices as well as comp plans
- Build Analytics framework to report and monitor all activities
- Managed the entire team's operations (350+ staff) and leading the business technical sales campaigns, customer post sales support and renewables activities

**2017 – 2020**  
**UiPath**

**Position: Vice President, Global Head of Sales Engineering**

**Responsibilities:**

Created and managed a global Sales Engineering team of 300+ professionals spread across 40+ countries:

- Built Org Structures and operating models for fast scaling following the business
- Hiring a global team
- Built enablement practices to follow our dynamic growth and product releases
- Build Analytics framework to report and monitor activities
- Managed the entire team's operations and leading the business technical sales campaigns

**2015 – 2017**  
**GENPACT**

**Position: Assistant Vice President, End User Computing & Customer Service  
Practice & Solutions Leader EMEA and LATAM regions**

**Responsibilities:**

Lead the newly formed organization comprised of 15 EMEA + 2 LATAM Practice and Solutions managers in:

- Build and Enhance capabilities in EUC and Customer Service space;
- Provide End 2 End solutions that enable business agility
- Build Smart Analytics frameworks
- All the Below **EMEA Practice and Solutions** Activities;

**2014 – 2015**

## **GENPACT**

### **Position: Senior Manager, Global Account Manager & EUC Practice and Solutions Lead EMEA**

#### **Responsibilities:**

After successfully performed the role of **Global Account Manager** leading Operations for a Top 3 Pharma customer, my responsibilities were extended to also lead the **EMEA IT Services Practice, Solutions and Re-Engineering** team of 8 EMEA Practice and Solution Managers:

- Document and implement Best practices into the EMEA delivered Operations (framework creation for Service management, Multi Service Integration, etc.)
- Developing Industry Expertise (Life Sciences, Consumer Product Goods);
- Develop integrated solutions for new customers, or implement new Processes and Tools for existing customers;
- Assign resources to various client projects based on profiles as part of the Re-Engineering line of business (IT Consulting);
- All the below **Global Account Manager** activities

## **2013 – 2014**

### **GENPACT**

#### **Position: Senior Manager, Global Account Manager**

#### **Responsibilities:**

After successfully performed the role of **EMEA Regional Program Manager** took the higher role of Global Account Manager for a Top 3 Pharma customer. In addition to the Program Manager responsibilities:

- Globally lead all Account's Operations (China, Japan, India, Italy, UK, Ireland and Nordics, plus new countries scheduled to be transitioned) and a team of 120+ employees spread across the mentioned geographies;
- Maintaining SLA's above agreed targets and constantly;
- Drive Continuous Service improvement and deliver Business Impact for the Customer
- Account Mining (Selling new Services to Customer or extending the contracted ones);
- Act as support for Sales teams;
- Developing Industry Expertise;
- Contract management and new deals negotiations;
- Profitability and Revenue management as well as Cost management Globally for the respective account;
- Customer Relationship Management;

## **2013 – 2013**

### **GENPACT**

#### **Position: Manager, Regional Program Manager**

#### **Responsibilities:**

- Lead the EMEA (Italy, Nordics, UK and Ireland) IT Outsourcing Program for a Top 3 Pharma customer organization. Service Towers under my responsibility were Service Desk and Onsite Services;
- Lead the Program working closely with Transition team composed of Service Desk, Desk-side, IT Infra Subject Matter Experts;

- Manage all timelines, budgets and customer requests
- Leverage Sales, Solutions and Transitions all the way down to Service Delivery teams to deliver expected results to the customer
- Lead Solution development (FTE sizing's, technology stack, aso.);
- Lead account Commercials, working closely with Pricing and Finance teams as well as with Vendor organizations;
- Lead Genpact's Onsite Services Vendor (Onsite service tower was delivered through an UK partner company).

### **2011 – 2013**

**BPM Wave** – Software Development and IBM official solutions integrator

#### **Position: Project Manager**

##### **Responsibilities:**

- Identifying all project activities, creating the work breakdown structure and planning resources;
- Selection of needed resources;
- Communicating with the Functional Managers of all targeted departments and negotiating the involvement of their team members in the project;
- Calculating and managing the project required budget;
- Outlining the project's deliverables, phases, milestones;
- Creating and maintaining up-to-date project plans;
- Identifying the project risks, their chance of occurring and the applicable measures in case the events occur;
- Establishing the working plan of each project phase (analysis of business needs, creation of technical documentation, developing of the solution, testing of the created solution, implementation of the solution, user's acceptance test);
- Understanding and evaluating Solutions Architecture and clients Enterprise Architecture in order to correctly manage the project end to end;
- Maintaining the required project documentation;
- Constantly monitoring and reporting on progress of the project to all stakeholders;
- Managing and implementing the project changes and interventions to achieve project outputs;
- Managing the quality of the project deliverables and controlling the project;
- Adhering to and controlling the usage of the company's established project management methodologies and software development standards (PMI, SCRUP and RUP methodologies);
- Evaluating and assessing the results of the project.

### **2009 – 2011**

**ALTO IMPEX**– Dairy Industry

#### **Position : Sales & Acquisition Manager**

##### **Responsibilities:**

- Promoting and increasing Companies sales;
- Managing the clients portfolio;
- Deciding upon production structure according to demands;
- Coordinating the Sales agents Teams;
- Monitoring suppliers;
- Execute and negotiate contracts (place call off orders, ensure contractual terms are met, schedule contract renewal, etc.);

- Negotiate best price with suppliers and vendors;
- Consultation upon the company's investments;
- Negotiate commercial conditions and prices for the company's products with the retail networks (Mega Image, Metro, Carrefour, etc.)

**2007 – 2009**

**GENPACT**

**Position: Management Trainee in IT Services**

**Responsibilities :**

- Acting as Team Lead for GE Infrastructure Multi language Helpdesk team (support languages : French, Italian, German, Spanish, Portuguese, Norwegian, Hungarian, Romanian, Finnish, Dutch, Swedish, Russian);
- Assist Team Leader in managing a team of 26 persons located in Bucharest and 12 persons in Tallinn;
- People evaluation;
- Team staffing and working schedules;
- Technical Training of GE Infrastructure Multilingual IT Helpdesk team in Romania;
- Preparing and holding client status meetings;
- Facilitator of the GE's Infrastructure EMEA "Support Central" Trainings Databases & Knowledge-Central platforms (for Genpact ITS);
- Facilitator of GE's Multilingual Helpdesk Software HPSD (HP Service Desk);
- Responsible(as HPSD Facilitator) for Service Transition Processes(Change Management, Configuration Management), Service Operation Processes(Incident Management, Problem Management);
- Acting as SPOC (single point of contact) for BCP situations and P0 incidents (highest priority).

**2005 – 2007**

**Alpen Rose International – Petrochemical Industry**

**Position: Part Time IT Analyst**

**Responsibilities :**

- Configuring and supporting all computer applications used by the company;
- Overseeing and supporting the inventory control of applications and hardware;
- Evaluating system specifications for the company's clients business requirements;
- Troubleshooting the company's network, hardware and software incidents.

**Languages  
spoken:**

**Language :** *English* – advanced  
**Language:** *Italian* – advanced

**My strengths:**

- Tenacious, sociable, ambitious, communicative;
- Strong analytical and conceptual skills;
- Strong Team management (also remote);
- Excellent communication skills;
- Self-motivator, cooperative, good team player, flexible and creative;
- Interaction with various levels of management;
- Establish and maintain a top level of customer trust and confidence having excellent customer-handling skills;
- Holistic (end-to-end) approach but also able to micro-manage details when needed;
- Excellent inter-cultural skills (handling team member and customer from different other regions);
- Ability to travel as required;

**Hobbies:**

IT, History, music, reading, sport.

**References:**

On request