



## Alexandru THIERHEIMER

Address:

Phone number:

E-Mail:

Sex:

Date of Birth:

### PROFESSIONAL EXPERIENCE:

**Nov 2018 – Present IBM Romania**

In Nov 2018 I started working at an IT Company in Brasov. Here due to my German and quick learning skills I was onboarded on 12 applications. What this means is that I had to solve tickets coming from 12 different Apps / Servers/ WebPages.

After 12 months I was onboarded as well **in Bank Related Domain**. One of this app was still under development, so me a colleague started to travel to Munich to receive the App handover and do a full time on site training. Here we learned what was the app intended for and how it works. Having successfully do the handover we wrote the Application Operation Manual, documenting any contract interface and important details as problems and how to fix them. Some of the skills acquired during the last 3 years are:

Organizational: Jira / Confluence / Story creation /

Technical: MS / Databases

**June 2018 – Present Owner / Administrator for 5 OnlineShops**

Together with a my Business Partner we started a one page shop 3 years ago. Today we have the following domains: CadoulTau.ro (YourGift translated) MediaFactory.ro UvisionOptics ( Registered Trademark in EU), RoseBear.ro, and many others. We have managed with only one employee to have a 400K revenue.

My activities were involved in the whole process from A-Z. I was creating the webpages, products, pictures, settings, Pixcel, Marketing, Colaborations, Influencers, Paid Promotions, Discount, Stocks, Supply Chain, Delivery, Supervising, etc. Looking forward to have a discussion for more details.

**Mai 2019 – Present Owner / Administrator for MediaFactory.ro**

In 2019 together with two friends we started an online sales Store and also online Marketing for them on all kind of social platforms (YouTube, Google, Facebook, TikTok, Pinterest, etc). We have created almost 1 mil euro in revenue in this period until today. In 2021 we also started creating Online Content though our new team focused on Foto/Video / 2D/3D Creation and Editing. Some of our Projects can be found on MediaFactory.ro. Our latest project is Tartrufo.ro, a company from Brasov that sells Products with Truffles. For this project we have created their complete identity, marketing strategy and business Plan.

My tasks were: Company administrator, Management, Sales, Marketing strategist.

**Nov 2015 – Nov 2018      COMMERCIAL ONLINE SALES SPECIALIST – Account Manager for Microsoft SMB Customer**

In October 2015 Microsoft started selling Hardware directly to SMB Customers, Small Medium Business, and not through the Distribution Channel.

My Job responsibilities and tasks implied talking to Microsoft customers, find out what their needs in matter of Hardware are, and afterwards securing the deals through negotiation the terms and conditions, prices and delivery times if needed.

The area I was responsible for was the DACH Market (Germany – Austria – Switzerland). The daily job flow was to create Quotes, process orders, pre- and after-support, close management with the customers on their needs via e-mail or phone. All interactions had to be logged then in CRM Dynamics.

Being a long time with Microsoft SMB, I was assigned with a few GLOBAL Enterprise Customers to be their Account Manager regarding Hardware purchases. I was direct responsible for creating and processing all orders for customers like: Daimler, Thyssenkrupp, Bechtle GmbH, Kummert Inspektionssysteme, MSC, Kreditech, Ratiodata, T-Mobile, ETH Zuerich etc. Microsoft hardware products in scope for Business customers were: Surface Pro; Surface Book; Surface Laptop; Hololens (Dev. + Commercial).

**Jul 2015 - Sep 2015      Counselor for European Business - Ministry of Transportation**

I have applied and won an Internship at the Ministry of Transportation. This internship was the first stage for a job opening at the Ministry.

Due to my language skills I was assigned to the European Affairs and International Relationships Department. There, I assisted the lead Department staff in writing, translating and supervising different European Laws, Directives, Rules and Decisions taken at the European Commission level.

**May 2012 - Oct 2013      Customer Service Agent for T-Mobile Austria - Telekom Austria**

Working for T-Mobile Austria helped me polish my customer service skills. The main and

**Jun 2011 - Oct 2011      Customer Service Agent for Lenovo Germany, Austria, Switzerland - CGS Romania**

I worked for Lenovo as a Technical Support Agent, for their Business Customers.

We had to answer calls, make a problem determination with the customer and in the end find the defective part and have it fixed by our Technicians in the Warehouse or On-site. Our main tool was SAP.

**EDUCATION:**

**2017 - present      PhD. Student at Universitatea Transilvania din Brasov – Faculty of Mechanical Engineering – Product Design**



# DRIVING LICENSE

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