



# Andreea Pausan

**Nationality:** Romanian

**Date of birth:** 29/06/1979

**Gender:** Female

## WORK EXPERIENCE

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### **Project support**

**ADI** [ 14/01/2019 – Current ]

**City:** Oldham

**Country:** United Kingdom

Complex projects on multiple divisions  
Working with suppliers to register project and get additional support  
Increase margin and response time  
Main point of communication between customer/suppliers/internal

### **Trainer and Customer Operations Specialist**

**PTC** [ 16/10/2008 – 16/01/2018 ]

**City:** Bucharest

**Country:** Romania

Change champion for complex issues involving cross-functional teams  
Design, deliver and follow-up training courses for new staff, special products, policies and procedures;  
trainings were delivered one-to-one and for groups, face-to-face and online  
Compile and maintain training documentation  
Create work instructions and process maps for business improvement programs

### **Senior Credit and Collection analyst**

**Oracle** [ 01/06/2007 – 15/10/2008 ]

**City:** Bucharest

**Country:** Romania

French private and public sector invoice collection  
Time management, negotiation and practical leadership techniques  
Creating and maintaining specific reports

### **Front End Team Leader France**

**HP**

**City:** Bucharest

**Country:** Romania

Responsible for all partner requests from order to delivery to revenue (returns included)  
New staff induction  
Training for new procedures and customer satisfaction metrics

## **Technical documentation manager**

**Assystem** [ 01/09/2005 – 01/10/2006 ]

City: Beaufort

Country: France

Manage a team of 6 members and assuring the timely delivery of the documentation for General Electric

Build and maintain relations with global suppliers

Command procedures, contribute to overall communication strategy, including crisis management

## **PR assistant and interpreter**

**National Anti Corruption Prosecutors' Office** [ 01/03/2004 – 01/09/2005 ]

City: Bucharest

Country: Romania

English translator for foreign delegations

Coordinate visit programs for officers and other officials from various international and national institutions

Participate in twinning projects (with Spain, Finland and US) for development of the anticorruption strategy in Romania and also implementing the European aquis in the Romanian legislation

## **EDUCATION AND TRAINING**

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### **PHD**

**National School of Political and Administrative Studies** [ 01/10/2017 – Current ]

Address: Bucharest (Romania)

[snspa.ro](http://snspa.ro)

### **Trainer of Trainers**

**Romanian Training Institute** [ 03/03/2014 – 03/04/2014 ]

Address: Bucharest (Romania)

### **Master International Relations, Conflict Analysis and Resolution**

**National School of Political and Administrative Studies** [ 01/10/2003 – 01/03/2005 ]

Address: Bucharest (Romania)

### **BA Foreign Languages, English- Japanese**

**University of Bucharest** [ 01/10/1998 – 15/07/2002 ]

Address: Bucharest (Romania)

## **LANGUAGE SKILLS**

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Mother tongue(s): **Romanian**

Other language(s):

### **English**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

### **French**

**LISTENING C2 READING C2 WRITING C1**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

### **Spanish**

**LISTENING B2 READING B2 WRITING B1**

**SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1**