



## Curriculum Vitae

### Personal Information

Surname / First name  
Address  
Telephone  
E-mail

**LAZAR, Cristian Catalin**  
Ul. Trybova 12, Brno, 602 00, Czech Republic  
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Nationality  
Date of Birth  
Gender

Romanian  
06.08.1983  
Male

### Desired Employment

**IT Service Delivery Manager / IT Manager / Executive**

### Work Experience

Dates  
Occupation  
Main responsibilities

December 2013 – present  
**Delivery Project Executive**  
Owner of the IT Services provided internally to the company and its customers.

- Oversee all the IT Operations
- Projects Overview and Control
- Financial Control
- Defining Strategies

Employer  
Business sector

IBM Delivery Center, Brno, Czech Republic  
Information Technology

Dates  
Occupation  
Main responsibilities

August 2010 – December 2013  
**Service Delivery Manager**  
Management of the IT Operations

- SPOC for the customer in relation to the support teams and 3rd party partners.
- Managing the SLAs and KPIs with the customer and responsible teams.
- Supervising the usage of the correct processes in regards to Incident and Change Management , Capacity Management, Quality management

Employer  
Business sector

IBM Delivery Center, Brno, Czech Republic  
Information Technology

Dates  
Occupation  
Main responsibilities

August 2008 – August 2010  
**Technical Customer Manager**  
Handling the interface between the customer and support teams.

- Managing the support teams (e.g. Wintel Support / UNIX Support) in order to obtain the best results in terms of SLA, KPI and customer satisfaction.

	<ul style="list-style-type: none"> <li>- Supervising the change implementation on customer systems and together with the support team providing technical analyze of system upgrades in terms of hardware or software.</li> <li>- Validating licensing for the software installed on the machines and handling a small part of the costing made for the customers.</li> <li>- Managing projects for the customers such as infrastructure migration or new application implementations.</li> </ul>
Employer	IBM Delivery Center, Brno, Czech Republic
Business sector	Information Technology
Dates	January 2007 – August 2008
Occupation	2 <sup>nd</sup> and 3 <sup>rd</sup> Level System Administrator (Windows / VMWare / Citrix)
Main responsibilities	Resolution of incidents and implementation of changes on customer servers based on requests and alerts.
Employer	IBM Delivery Center, Brno, Czech Republic
Business sector	Information Technology
Dates	May 2006 – January 2007
Occupation	Team Leader
Main responsibilities	Leading the French Help Desk team to reach and surpass their goals.
Employer	GENPACT, Bucharest, Romania
Business sector	Information Technology
Dates	June 2005 – May 2006
Occupation	Desk Side Support Technician
Main responsibilities	Monitoring servers and network.
Employer	Tech Team Global, Bucharest, Romania (Stefanini)
Business Sector	Information Technology
<b>Education and Training</b>	
Dates	2002 - 2006
Title	Bachelor – Political Sciences
Organization	University of Bucharest, Bucharest, Romania
Dates	1998 – 2002
Title	Baccalaureate – History & Social Sciences
Organization	“Mihai Viteazul” National College, Ploiesti, Romania
Other	ITIL v3 Foundation Certified –year 2010 ITIL v3 Service Operations Certified –year 2012 ISO 20000 Foundation Certified –year 2010 ISO 27002 Foundation Certified- year 2010 PM54G – Project Management Orientation – year 2009 PM10G – Project Management Foundation – year 2009 PM11G – Leadership in a Project Management Environment – 2011
<b>Skills and competences</b>	

Mother Tongue  
Other Languages

Romanian  
English – Proficient User (C2)  
French – Proficient User (C2)

Computer skills  
Social skills

Microsoft Windows OS, UNIX, Microsoft Office, Basic programing.  
- working in collaborative teams, insuring documentation and providing training for multiple teams  
- working for the last 9 years in a multinational and multicultural environment

Organizational skills

Leading several teams across multiple geographies  
Organizing periodical brainstorming sessions and workshops with my teams and customers