

TATIANA BALAN

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📍 Dublin, Ireland

SKILLS

- Strong Communication (written and oral)
- Time management
- Computer Literacy
- Strong Microsoft Suite Skills - Word/Excel/Power Point/Visio/SharePoint
- Presentation skills
- Analytical skills and attention to detail
- Ability to Work Under Pressure
- Pro-active
- Organised and Structured
- Active listener
- Languages - English/Russian/Romanian

EDUCATION

DUBLIN CITY UNIVERSITY

Bachelor of Arts in Law and Media Studies

2016 - 2019

PROFILE

I have strong organization and time management skills. I am a good communicator and a fast-learning individual with the capacity to solve problems independently as well as take leadership in a team environment.

RELEVANT EXPERIENCE

PROCESS SPECIALIST (SME) - MICROSOFT BUSINESS SOLUTIONS

Microsoft - Infosys BPM - May 2023 - Present

- Maintain direct communication with Program Management, analyse and test new changes being implemented in the Microsoft Dynamics Line of business.
- Organise and conduct trainings for Microsoft Business Solutions Team.
- Improve and update training materials and work Instructions.
- Complete audits and fatal errors.
- Maintain revenue reports, meeting reports and agent attendance.
- Reviewing partner feedback on agent performance and taking necessary correction steps.

PRODUCT INTEGRATION LEAD - GLOBAL CHANGE MANAGEMENT

Microsoft - Infosys BPM - November 2022 - May 2023

- Concluded impact assessments of change requests across various lines of business.
- Conduct and hold weekly meetings with Senior Management on pending change requests.
- Direct submitted changes to the relevant operation teams and ensured their implementation globally within SLA.
- Create the Impact Assessment Form for Microsoft Business Solutions which improved the assessment and tracking of changes.
- Keep close communication with teams across various time zones, arranged meetings on a global scale and looked after meeting notes and recordings.
- Assess, edit, and sign off Work Instruction, providing Global Knowledge Management Teams with instructions on technical writing.

EDUCATION

SAINT MARY'S HOLY FAITH KILLESTER

Secondary School

2013 - 2016

VASILE ALECSANDRI

Primary and Secondary School

2004 - 2013


HOBBIES

- Reading
- New languages
- Swimming

REFERENCES

CORINA DARABAN

Microsoft Business Solutions Team Lead

 +353 (1) 7064324

Additional references available on request

EXPERIENCE

PRODUCT INTEGRATION LEAD - GLOBAL CHANGE MANAGEMENT

Microsoft - Infosys BPM - November 2022 - May 2023

- Monitor financial and headcount impact of change requests globally.
- Monitor changes after implementation, and work with teams across various fields to solve issues post-implementation.

PROCESS EXECUTIVE - MICROSOFT BUSINESS SOLUTIONS

Microsoft - Infosys BPM - November 2022 - Present

- Part of Entry Verification Team - Quality Assurance/checks of Microsoft Business Solutions orders and processes.
- Lead and point of contact in the implementation of changes related to Russian customers and partners.
- Monitored the order ledger, assessing the orders and creating working tickets for the team.
- Mentored new joiners and provided guidance on complex cases.
- Order, query, and escalations processing, investigated queries related to additional purchases, post-sales, general Microsoft policies, and contracts.
- Provided clients with regular up to date information in both English and Russian while adhering to strict SLA requirements.
- Took ownership in rectifying system and operational errors.
- Part of Knowledge management Team - kept close communication with program managers regarding policy issues and exceptions. Assessed the knowledge of the team, and created quizzes.

INTERPETER (INDIVIDUAL CONTRACTOR)

Global Communication Services - May 2021 - October 2021

- Russian, Romanian, and English, Medical, Legal, and Court Interpreter.
- Intensive Medical Interpreter Training Certificate
- Independently worked on platforms such as Propio and Boostlingo
- Reported daily to team leaders and management located in US, and kept an accurate record of calls.
- Maintained strong communication with international team members.
- Assisted with onboarding new hires.

Thank you for taking the time in reading and reviewing my Curriculum Vitae.