

# Andrei Rotariu

## Customer Service Manager

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### SKILLS

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- **Skills:** Sales, customer service, writing, communications, people management, warranty processing, technical service and fault finding, parts interpretation, content management, lead generation, marketing (online and offline), survey development, analysis and interpretation, Office suite, G suite, complaint resolution, data and analytics interpretation, blockchain and DeFi applications.
- **SAP:** Business One, P51, order processing, credit processing, logistics tracking and planning, setting min/max levels, report writing, report creation.
- **Pipe Drive:** Lead entry & management, call logging, activity syncing and communications management.
- **Monday:** Board and workflow creation, team planning, using data to drive decisions.
- **Salesforce:** Customer 360, Service app, Sales app.

### EXPERIENCE

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#### Service & Support Manager (National & International)

Feb 2018 – Jun 2021

D A Christie Pty Ltd (Christie Barbecues), Carrum Downs, Victoria

- After-sales business development, customer support, technical support, and service management.
- Responded and processed support queries from ANZ, Singapore, Dubai, UK, Sweden, Germany, and others.
- Provided encompassing level of technical product support from basic product performance to technical troubleshooting, fault finding, and repair.
- Resolved warranty and liability repairs.
- Managed and organized Australian service calls with a large network of service teams.
- Order management and spare parts sales, including the creation of catalogues, online and offline, spares kits, account creation and management, and DIFOT reporting.
- Assisted in creating and managing product-based sales and marketing campaigns.
- Assisted Technical Services Manager with on-site repairs, training, inspections, reports and quality audits.
- Assisted sales team with technical sales, technical quotes, repair vs. replacement recommendations with cost benefit analysis.
- Culture building exercises including team and customer barbecues and training events.
- Provided regular constructive feedback to engineering, design, and development teams.
- Monitored and maintained critical service-related information along with equipment card serial number register.
- Monitored and maintained web-based Smart Cities products (CC2-i) information. E.g., uptime, downtime, faults, connectivity issues, usage metrics, and more.
- Documented and created customer spare parts holding reports.
- Reported warranty metrics, spare trends, technical queries, returns, customer and contractor feedback, failure rates, service and warranty and associated costs.
- Provided feedback to operations and production manager as part of Correct Actions Report.
- Held regular technical, service and support related meetings including regular WIPs with management.
- Attended regular company meetings including sales and marketing meetings, and conferences.

#### Sales Representative (VIC)

Oct 2017 – Feb 2018

Blue Croc Group – Trade Products, Mornington, Victoria

- Built new residential business unit via. cold sales site visits with trade customers.
- Generated 20 cold on-site leads daily via. construction site visits, mapping software tool and meetings with site supervisors, builders, and architects.

- Generated 3-5 written quotes per day.
- On the spot site audits, measuring and quoting and uploaded all information into company CRM on the spot.
- Quoted from builders drawing and architectural plans.
- Maintained 100K in product sales pipeline via. Pipedrive.
- Left with 180K in open quotes and 55K in closed deals, each established cold.

### **Customer Service Manager**

**Sep 2010 – Sep 2017**

BOSCH Thermotechnology, Clayton, Victoria

- Provided all-encompassing sales support to AU/NZ region within a focused team effort.
- Managed team of 3-6 customer service staff
- Rostering, performance reviews, training, and KPI creation.
- Conducted regular WIPs with individual team members as well as team-based WIPs
- Provide “best-in-class” service to Australian and New Zealand customers, across all customer channels.
- Daily purchase order keying with 100% on time delivery as part of international DIFOT CSL process and 1% keying error KPI annually.
- Daily, weekly, monthly, reporting of back orders, orders/lines, service levels, complaints, and warranty metrics.
- Complaint handling and resolution within Australian Consumer Law guidelines, including small claims tribunal processes.
- Warranty service request processing and job management.
- Customer credit request administration.
- Created, implemented, and upgraded various tools and software including phone systems, SAP upgrades and overhauls, warranty service request referral and location tool.
- Daily cash banking and reconciliation.
- Personnel recruitment, job ad creation, shortlisting, interviewing, PD creation, on-boarding and training.
- Mentored, coached, led, and guided the team.
- Created and pivoted team strategy based upon peak/off-peak periods, new products and management goals and targets.
- Change management.
- Implemented new soft phone system and act as key stakeholder and key user (Avaya).
- Implemented new vertical version of SAP from P51 local system to international Thermotechnology standard. Acted as key stakeholder and user.
- EDI order management and maintenance together with EDI business partners.
- Successfully represented RBAU/TT within small claims court twice.

### **Customer Service Representative**

**Aug 2008 – Sep 2010**

BOSCH Thermotechnology, Clayton, Victoria.

- Acted as 2IC to Customer Service Manager.
- Provided sales support to AU/NZ region.
- Order entry on time within low margin of keying-error performance indicator.
- Provide price & availability to wholesale, merchant, and service customers as well as sales representatives.
- Warranty service request processing.
- Customer credit request administration.
- Complaint handling.
- Provide “best-in-class” service. Achieved “best-in-class” service as tested by outside independent third party.
- EDI order management and maintenance together with EDI business partners.

### **Sales Representative**

**Apr 2007 – Aug 2008**

Sensis, Yellow Pages Online, Melbourne, Victoria

- Cold lead generating via. free listing database.
- Cold selling online advertising packages to various customer types including sole traders, hospitality, and

manufacturing.

- Daily target of either 3 x \$140 per day Bronze package, 2 x \$230 Silver package, or 1 x \$350 Gold package.

## **Various**

**2003 – 2006**

Work & Travel, SA, Vic, NSW, Australia – Dresden, Germany

- Contact centres.
- Farm hand including irrigation work, fencing and fruit picking.
- Concreting and excavating.
- Plastering,
- Painting and decorating.
- Hospitality including bar, café, bistro, kitchen hand, security and drive through.
- Events and promotions work.
- Snow ploughing, salting, melting and hand removal.

## **EDUCATION & QUALIFICATIONS**

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### **VCE**

**2002**

Cranbourne Secondary College, Cranbourne, Victoria

- English, Business, Computing, Media, Physical Education, and Geography.

### **Construction White Card**

Express Online Training

- Prepared to work safely in the construction industry.

### **Management & Leadership Training**

BOSCH LeAD

- Intense year plus long practical internal training course, covering a broad range of management topics with a focus on Management & Leadership, Australian Consumer Law, Health Safety & Environment, Business Compliance, Networking, Customer Service Training, and Emotional Intelligence.

### **Zertifikat Deutsch Intensivkurs A2**

Kastner Kolleg Sprachen

- Reading comprehension, listening comprehension, written expression, and oral expression.

### **Certificate 2 Security**

SECUREtraining

- Screening baggage, counter terrorism, and customer service.

### **Smart Start OH&S Basics**

RCSA

- 100% OH&S Basics Procedures.

### **Content and Development**

Self Taught

- Content management systems: WordPress, Blogger, Wix, Weebly, SquareSpace, and Medium.
- No-code development platforms: Bubble, Airtable, Sharetribe, and Webflow.
- Cryptocurrency and blockchain applications: Metamask, Uniswap, Unifund, NFT markets OpeanSea, SAFE Network vaults and farms, Exodus staking wallets, and Ledger.

## **BUSINESS**

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Online Marketplace

- Two-sided marketplace founded, developed, marketed and successfully sold in 2014.

## **VOLUNTEER ACTIVITIES**

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### **Cryptocurrency**

- Maidafe: SAFE Network Social Media Organiser and blogger for SAFE Network publication.
- Unifund: Core Team Member as Telegram admin, community manager and blogger for Unifund.Global publication.