



# Ioan-Claudiu PAVLOV

IT Analyst - Infosys

București

## Contact details

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**City:** București

## About me

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Cybersecurity professional specializing in big data security analytics, leveraging machine learning and advanced data analysis to identify anomalies, enhance threat detection, risk mitigation and strengthen organizational defense.

LinkedIn:

<https://www.linkedin.com/in/claudiu-pavlov-2671021a>

GitHub:

<https://github.com/HaChick87/CyberNav>

Portfolio (CyberSec Knowledge Map):

<https://3000-i7h6sgmdimnr75i280870-a6af6db7.us2.manus.computer/?t=995>

## Professional experience

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### Experience by departments

IT Software : **9 years and 6 months**

Insurance: **1 year and 2 months**

Sales: **2 years and 3 months**

Finance / Accounting: **5 years**

### Mar 2019 - present

### IT Analyst - Infosys

7 years and 2 months

București | IT Software | IT / Telecom

- resolved multilingual L2 IT requests and incidents – Czech, Slovak, Romanian, English via calls, chat, email and ServiceNow, documented steps, severity and resolutions, performed complex troubleshooting on Windows/Microsoft, VPN, software and hardware.
- administered Active Directory and endpoint security – managed account creation, deactivation, password resets, and group permissions, supported Symantec, Intune and Zscaler with alert investigation and escalation.
- configured Cisco VPN and MFA authentication – troubleshot remote connectivity and access issues.

## **Jun 2017 - Mar 2019 Senior Accounts Payable Specialist - Honeywell**

1 year and 10 months

București | Finance / Accounting | Financial / Banking

- supervised multilingual P2P processes and invoice validation – Czech, Slovak, Romanian, English against PO/SOP requirements.
- performed root cause analyses and escalation management – resolved complex disputes and strengthened process controls.
- monitored AP metrics and drove process improvements – optimized workflows through SAP reporting and metrics analysis.

## **Jun 2015 - Jun 2017 Accounts Payable Specialist - Honeywell**

2 years and 1 month

București | Finance / Accounting | Financial / Banking

- processed invoices, debit notes, returns, and adjustments multilingual SAP entry - Czech, Slovak, Romanian, English, with accurate cost center allocation.
- coordinated with buyers and warehouse – resolved discrepancies, managed supplier reconciliation and sustained vendor relationships.
- supported month-end closing and process optimization – managed accruals, cut-offs, reporting and developed validation templates with advanced Excel analysis.

## **Mar 2013 - Jun 2015 Technical Support Assistant - Schneider-Electric**

2 years and 4 months

București | IT Software | IT / Telecom

- managed international customer portfolios and accounts receivable multilingual support - Czech, Slovak, Romanian, English, monitored balances, investigated discrepancies, initiated collections and escalated high-risk accounts in SAP/CMS.
- processed credit notes and managed dispute resolution – collaborated with billing and sales, documented activities accurately and maintained compliance.
- identified fraud patterns and drove process improvements – supported audits, automated cash application, optimized escalation flows and prepared management reporting.

## **Oct 2012 - Mar 2013 Accounts Receivable - CGS (Computer Generated Solutions)**

6 months

București | Finance / Accounting | Financial / Banking

- managed international customer portfolios and accounts receivable multilingual support - Czech, Slovak, Romanian, English, monitored balances, investigated discrepancies, initiated collections and escalated high-risk accounts in SAP/CMS.
- processed credit notes and managed dispute resolution – collaborated with billing and sales, documented activities accurately and maintained compliance.
- identified fraud patterns and drove process improvements – supported audits, automated cash application, optimized escalation flows and prepared management reporting.

## **Nov 2011 - Oct 2012 Customer Service Representative - Bosch**

1 year

Timișoara | Sales | Call-Center / BPO

- handled multilingual customer support – Czech, Slovak, Romanian, English via phone, email and chat, diagnosed and resolved issues or escalated to appropriate teams.
- logged cases and processed requests – recorded support requests, orders, returns, and complaints in CRM, followed up and maintained accurate customer data.
- achieved KPI targets and drove improvements – recorded leads for sales,

reviewed customer feedback and supported process optimization while maintaining compliance.

**May 2010 - Jun 2011 Senior Administrator - ING**

1 year and 2 months

Cluj-Napoca | Insurance | Insurance

- registered and validated multilingual insurance contracts – Czech, Slovak, Romanian, English, managed client portfolios, resolved policy issues, and performed risk assessments.
- updated internal systems and managed claims processing – AS400, Workdesk, PEGA, processed and triaged claims, coordinated with brokers/clients, supported audits and ensured data accuracy.
- applied internal controls and drove improvements – reduced errors, reported KPIs, met SLA targets, trained junior colleagues and contributed to digitalization and system optimization.

**Oct 2009 - May 2010 Order Manager - Alcatel-Lucent**

8 months

Timișoara | Finance / Accounting | Financial / Banking

- entered multilingual orders into SAP SD – Czech, Slovak, Romanian, English, validated customer/product data, created purchase and sales orders, coordinated delivery confirmations with suppliers and manufacturers.
- managed invoicing and order fulfillment – prepared invoices and statements, tracked status, reconciled orders, managed returns and post-delivery corrections.
- collaborated cross-functionally and drove process optimization – coordinated with warehouse and sales teams on discrepancies and timelines, tracked KPIs using Excel/BI tools, supported SAP enhancements and maintained documentation.

**May 2008 - Jul 2009 Call Center Operator - Bosch**

1 year and 3 months

Timișoara | Sales | Call-Center / BPO

- provided multilingual customer support and case management – Czech, Slovak, Romanian, English via phone, email and chat, diagnosed and resolved issues, logged cases in CRM, processed requests and orders and guided troubleshooting.
- managed leads and complaints with data accuracy – recorded and passed leads to sales, handled complaints, maintained customer data, and collaborated with technical teams on reporting.
- achieved KPIs and drove process improvements – optimized resolution using Knowledge Base, proposed improvements, ensured continuous training and procedure updates.

## Education

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**2009 - 2011**

**Master's degree - Universitatea "Aurel Vlaicu"**

Master of Business Administration (MBA) | Arad

**2006 - 2009**

**Bachelor's degree - Universitatea de Vest "Vasile Parvan"**

Journalism & Public Relations | Timișoara

**2002 - 2006**

**High School / Vocational school - "Jozef Gregor Tajovsky"**

Mathematics & Computer Science | Nădlac

# Skills

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## General skills

Troubleshooting, Service-Level Agreements (SLA), Customer Relationship Management (CRM), cash flow forecasting, debt collection, customer satisfaction, lead generation, invoice processing, Month-End Close Process, data analysis, cybersecurity, risk assessment

## Foreign languages

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**Czech:** Advanced

**English:** Advanced

**Romanian:** Advanced

**Slovak:** Advanced

**German:** Beginner

## Other sections

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### Certifications

#### **SC-900 - Microsoft Certified: Security, Compliance, and Identity Fundamentals**

date acquired Apr 2026

[https://learn.microsoft.com/en-us/users/claudiupavlov-5531/credentials/certification/security-compliance-and-identity-fundamentals?wt.mc\\_id=certnurture\\_eml1\\_email\\_wwl&source=docs&tab=credentials-tab](https://learn.microsoft.com/en-us/users/claudiupavlov-5531/credentials/certification/security-compliance-and-identity-fundamentals?wt.mc_id=certnurture_eml1_email_wwl&source=docs&tab=credentials-tab)  
Credential ID: B4F102729EA6BEA7  
Certification number: FFA75F-D24K7E  
Earned on: April 25, 2026

#### **ISC2 (CC)**

date acquired Mar 2026

Issued on: 28/03/2026  
Learner ID: 34705c21-c579-4d36-8a73-2df68e8dd2  
Credential ID 34705c21-c579-4d36-8a73-2df68e8dd2e9

#### **Identity and Access Management**

date acquired Mar 2026

#### **Google Cybersecurity Certificate**

date acquired Mar 2026

[https://www.credly.com/badges/4a5bafe7-1cf8-40ce-a472-cf4f2f26847a/linked\\_in\\_profile](https://www.credly.com/badges/4a5bafe7-1cf8-40ce-a472-cf4f2f26847a/linked_in_profile)  
Issued on March 07, 2026  
Issued by Google Career Certificates  
Issued using Credly  
Issued to Ioan-Claudiu Pavlov

#### **Certified SOC Analyst (CSA)**

date acquired Feb 2026

## **Networking Fundamentals & Security**

date acquired Feb 2026

## **SOC Incident handling & response**

date acquired Feb 2026

## **Vulnerability Management**

date acquired Feb 2026

## **Agility and Scrum**

date acquired Feb 2026

## **Secure SDLC**

date acquired Jun 2024

## **Introduction to Cyber Security in SDLC**

date acquired Jan 2024

## **Responsible AI**

date acquired Dec 2023

## **Nextthink Professional in IT Support**

date acquired Jul 2023

## **Nextthink Associate**

date acquired May 2023

## **Microsoft Defender ATP - Security Administrator Intermediate**

date acquired Nov 2022

## **Python**

date acquired Apr 2022

## **C++ Advanced**

date acquired Apr 2022

## **Microsoft Intune**

date acquired Apr 2022

## **Data Privacy**

date acquired Apr 2022

## **Introduction to Artificial Intelligence**

date acquired Oct 2021

## **ITIL 4**

date acquired Oct 2020

## **Fundamentals of Endpoint Security**

date acquired Oct 2020

## **Time Management**

date acquired Oct 2020

## **Customer Focus (Harvard ManageMentor)**

date acquired Oct 2020

**Certificate in IT**

date acquired Jun 2006

**Certificate in Slovak**

date acquired Jun 2006

**Driving license**

**Category B**

date acquired 28 May 2008