



## Teler Marius Adrian

---

**Date of birth:** 22/07/1986 | **Nationality:** Romanian | **Gender:** Male |

(+40) 70064137 | [marius.teler@gmail.com](mailto:marius.teler@gmail.com) |

<https://www.facebook.com/marius.teler> | marius.teler@outlook.com |

+4720064137 | Strada Preot Sebe Costin Nr 27V, 077040, Chiajna, Romania

### About me:

I am an ambitious person, who over time has always looked for new challenges whether it was in personal or professional life. I am a self-taught person and I like to study new facilities that I can integrate in my daily work to make it more easy and interesting. I have been active for about 14 years in the courier company Nemo Express where I started from the bottom in the position of computer operator and from where I advanced step by step to the currently occupied position of CIO. Right now I am in charge with the administration and development of the courier application used by Nemo Express, statistical data reporting and the management of the customer support department. Regardless of which department I worked for in the company, I tried to optimize its activity by integrating hardware or software solutions, training and creating a competitive team within the department.

## WORK EXPERIENCE

---

15/01/2021 – 16/09/2022 – Magurele, Romania

### CHIEF INFORMATION OFFICER – NEMO EXPRESS

---

Managing IT and [development](#) team personnel.

Ensure tech systems and procedures lead to outcomes in line with business goals.

Implemented Call & Contact Center software "Mediate1"

Managing postal software "Curier Manager"

Managing Call & Contact Center software "Mediate1"

01/06/2019 – 01/01/2021 – Magurele, Romania

### PROJECT MANAGER – NEMO EXPRESS

---

Implemented "Courier Manager" software

Coordinated internal resources and third parties for implementing new courier software

Assisted in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility

Ensured resource availability and allocation of the project

Reported and escalated to management as needed about software implementation

Customized the software systems based of the needs

Ensured data mitigation from the oldest database to the new software

Managing software development and creating task for future development

Managing team for the project

Magurele

### CUSTOMER SUPPORT MANAGER – NEMO EXPRESS

---

Managing the customer support department's day-to-day functions.

Responding to escalated customer support issues

Formulating and revising customer support policies and promote their implementation.

Assessing support statistics and preparing detailed reports on the findings.

Interviewing and hiring new employees.

Delivering performance evaluations and following the disciplinary process according to company policy.

Implemented customer support software "Live Agent"

Magurele, Romania

---

**CUSTOMER SERVICE EXECUTIVE – NEMO EXPRESS**

---

Resolve service problems by clarifying the customer's complaint  
Manage large amounts of incoming calls  
Identify and assess customers' needs to achieve satisfaction  
Build sustainable relationships of trust through open and interactive communication  
Follow communication procedures, guidelines and policies  
Work with customer service manager to ensure proper customer service is being delivered  
Resolve customer complaints via phone, email

11/01/2010 – 21/08/2011 – Magurele, Romania

---

**CUSTOMER SERVICE PERSON – NEMO EXPRESS**

---

Managing incoming calls and customer service inquiries  
Build sustainable relationships and trust with customer accounts through open and interactive communication  
Handle customer complaints, provide appropriate solutions and alternatives within the time limits  
Keep records of customer interactions, process customer accounts and file documents

01/04/2008 – 10/01/2010 – Magurele, Romania

---

**CUSTOMER COMPLAINTS HANDLER – NEMO EXPRESS**

---

Responding promptly to customer inquiries  
Acknowledging and resolving customer complaints  
Processing orders, forms, applications, and request  
Providing feedback on the efficiency of the customer service process.

Magurele, Romania

---

**POD COORDONATOR – NEMO EXPRESS**

---

Managing POD department team  
Managing the scanning procedures  
Solving the technical issues  
Implementing new hardware and software techniques  
Managing POD Archive data base  
Providing POD reports

01/01/2006 – 15/01/2008 – Bucuresti, Romania

---

**NETWORK MANAGER – INTEL CONNECT SRL**

---

Local Network management  
Implementing and troubleshooting network  
Clients support and troubleshooting

---

● **EDUCATION AND TRAINING**

---

15/09/2001 – 15/06/2005 – Bucharest, Romania

---

**HIGH SCHOOL DIPLOMA – Mihail Sadoveanu- High School Bucharest**

---

**Address** Str. Popa Lazăr, nr. 8A, Bucharest, Romania | **Website** [www.msadoveanu.ro](http://www.msadoveanu.ro)

**Address** Str. Popa Lazăr, nr. 8A, Bucharest, Romania | **Website** [www.msadoveanu.ro](http://www.msadoveanu.ro)

● **LANGUAGE SKILLS**

---

Mother tongue(s): **ROMANIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	B1	B1	B2

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

● **DIGITAL SKILLS**

---

**My Digital Skills**

Very good knowledge of MS Office (Outlook Word PowerPoint Excel) | Qlik Sense | ChronoScan | Quick Scan | Good knowledge in PC hardware and software | Team-work oriented | Good listener and communicator | Analytical skills | Motivated | Organizational and planning skills | Mediatel

● **DRIVING LICENCE**

---

**Driving Licence:** B

● **HOBBIES AND INTERESTS**

---

Skiing

---

PC Gaming

---

Rock Music

---

Traveling

---

Reading

---