

Cosmin Turculeanu

Technical Delivery / Automation & Systems / Bridging

Business and Engineering

Technical Delivery Professional with 6.5 years in global operations at Dell, hitting **95%** production targets and getting **30-35%** recovery rate improvements across 5 regions. Joined as one of two people building the automation function from scratch, now owning the full delivery cycle from intake to sign-off. Automations spanning database updates, email generation, reporting pipelines, and **25+ desks** across operations and client services. Looking for roles where direct contribution is part of the job.



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Core Expertise

REGIONAL EXPANSION

Regional Program Expansion

- Launched Dell's reverse logistics function across EMEA and APJ from the ground up, adapting an existing program model to both regions
- Built each region end-to-end by adapting the global reverse logistics framework to fit regional context, covering intake, execution, monitoring, and control
- Set up performance tracking as a live management tool, feeding directly into planning, capacity decisions, and daily execution
- Monitoring never closed after launch. It became a permanent operational loop feeding real-time data into daily planning
- Delivered consistent results across both regions under Dell's global governance structure

PROGRAM DELIVERY

Program Manager

- Reverse logistics program spanning US, EMEA, APJ, LATAM for Dell
- Authored and deployed operational guidebook used across regional teams
- Held firm on out-of-scope requests to protect delivery boundaries and keep clients aligned on agreed scope
- Set production targets within budget constraints, balancing capacity limits and revenue requirements to meet financial goals
- Tracked daily output metrics and intervened in underperforming streams to recover volume
- Improved recovery rates by 30 to 35 percent while sustaining 95 percent average production attainment

CLIENT DELIVERY

Legal Automation Program

- Received a large-scale automation project from a legal client whose goal was to completely shift how their teams worked
- Translated their scope into a full project structure, building the backlog, project plan, and communication plan from nothing
- Governed the full project lifecycle from initiation through closure, managing scope, timeline, stakeholder expectations, and delivery across an 8-month period with weekly standups and sprint reviews
- Consolidated 6 legal and compliance workflows into one automation pipeline, covering database updates, letter and email generation, contract reviews, and legal approvals
- Managed the full backlog in Jira from initial intake through to technical sign-off, shifting the

client's teams from doing the work manually to reviewing automated output

Experience & Skills

CORE COMPETENCIES

Automation Workflow Design
(n8n, APIs, database integrations)

Requirements Gathering and Translation

Jira Backlog Management and Sprint Planning

Stakeholder Management Across Operations, Legal, and Client Services

Cross-functional Team Leadership

Process Mapping and Optimization

TECHNICAL STACK

Python

SQL

FastAPI

n8n

Selenium

Playwright

Pandas

Looker

WebSockets

Google OAuth

LLM Integration

Technical Delivery Lead

Jul 2023 - Present

D&S Global Solutions, a Cadex Company

Joined as one of two people building the automation function from scratch. Working in an Agile framework, now owning the full delivery cycle, running 2-week sprints and scrum ceremonies with engineers and analysts. Manage backlog prioritization by business value.

- Manage a cross-departmental backlog of automation requests, translate business problems from Operations, Client Services, and Legal into technical requirements and run delivery from intake to sign-off
- Identified workflow risks causing **~10% excess in monthly operational costs**, then fixed them
- Defined requirements and led delivery of automated reporting pipelines (**Python, SQL, Looker**), cutting manual reporting time by **80%** across daily, weekly, and monthly cycles
- Built **n8n** workflow automation to rebalance workloads dynamically across 25+ desks, removed manual intervention entirely from operational routing
- Built account prioritization in **n8n** feeding directly into **LiveVox**, agents start each day with a pre-built, ranked call queue and auto-dial through it without manual setup; RPC rate up **8%**, tracked in Looker
- Diagnose database translation errors, document the root cause, and create detailed issues for DevOps to resolve

Program Manager

Jun 2020 - Aug 2023

Dell - Reverse Logistics Department (via D&S Global Solutions)

Managed Dell's reverse logistics globally. Set production targets, coordinated cross-regional teams, and navigated stakeholder governance across revenue, production, and client requirements.

- Raised global production target to **95% average** across all regions
- Drove a **30-35% cumulative increase in global recovery rates** across 5 projects (US, EMEA, APJ, LATAM, GDO), moved regional averages from the low 70s to 93-96% through process improvements and full ownership of target-setting
- Led cross-functional teams across regions - balanced what revenue wanted vs what production could deliver
- Acted as business-side owner for IT-delivered tools, defined the problem, set requirements, validated delivery, and owned the outcome

Operations Supervisor

Jan 2017 - Jun 2020

Dell - Reverse Logistics Department (via D&S Global Solutions)

Ran day-to-day reverse logistics operations. Kept teams on track and product returns moving through the system without delays.

- Mapped and resolved workflow gaps across multiple operational areas, eliminating the recurring process failures costing the most time and money
- Connected frontline teams and management by converting reported problems into fixes with named owners, keeping the gap between "this is broken" and resolved as short as possible

- Tracked production metrics daily and flagged performance drops before they escalated, keeping regional targets on course
- Built the team habits and daily routines that delivered a **15% recovery rate improvement**, working within approval chains as Supervisor, changes had to go through sign-off, which limited pace but built the operational foundation carried forward into the Manager role

Current Projects

x-Data Pulse - SaaS Ticketing Platform Personal Project <i>Built for teams managing high-volume support queues across multiple companies with real-time updates and secure per-company access.</i> → Built on FastAPI, WebSockets, and Google OAuth, real-time ticket updates and secure per-company authentication → Multi-tenant architecture: multiple companies on one platform with full data isolation → Currently in security audit phase before release, demo available in portfolio	80% Complete
Freelance Automation Projects Client Work <i>Build workflow automation solutions for clients using n8n, APIs, and database integrations.</i> → Built a fleet management system for Cesivo (Romanian energy & agriculture company) using n8n, tracks vehicle insurance, inspections, and maintenance schedules with automated Telegram alerts for expiring documents → Integrated Google Gemini LLM with their fleet database to create an assistant that answers operational queries in natural language → Designed workflows with conditional routing, database operations, and multi-step automation logic	2023 - Present

Education & Languages

Education

Python Programming Scoala Informala de IT (2023)
Engineering & Environmental Protection in Agriculture Faculty of Agronomy - IPMA (2013-2014)
Mechatronics and Automation Engineering Technology School of Transportation Railways (2008-2012)

Languages

Romanian Native
English Advanced (C2)