

Tudor Neamtu

Senior IT Infrastructure Project & Programme Manager

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PROFESSIONAL SUMMARY

Senior IT Infrastructure Project & Programme Manager with 14+ years spanning technical support, infrastructure engineering, and the delivery of complex projects and transformation programmes across global corporations and the European Commission. PRINCE2 Practitioner and SAFe 6 Agilist who has run **a programme of 80+ concurrent projects**, including a company-wide remote-work transition during COVID, and led teams of 10+ project managers. Having started hands-on in infrastructure before moving into delivery management, I understand the technical reality behind the work and can translate it into clear decisions for senior stakeholders. Breadth spans enterprise SCCM, EMEA telecom rollouts, BPO and acquisition transitions, OS and storage migrations, and backup infrastructure, much of it in highly critical EC environments where continuity, security, and cost had direct institutional impact. More recently I've expanded into product ownership, Agile delivery, and AI-assisted development, adding modern automation to traditional delivery management. Native Romanian; C2 English.

PROFESSIONAL EXPERIENCE

Founder, Product Owner & PM/Agile Consultant

Mar 2024 – Present

LUXTECH Innovation SRL · Bucharest (concurrent founder venture)

- Provide PM and Scrum consultancy services, alongside running a product studio that builds and ships Android apps end-to-end
- Act as product owner and technical lead across the full product lifecycle with no traditional dev team, using AI-assisted workflows (Claude, ChatGPT, Gemini, and locally hosted AI coding agents) to design, build, and ship production apps
- Translate product requirements into technical specifications and prompts, then review, test, and integrate the AI-generated code and architecture, owning all design, debugging, and production troubleshooting
- Architected and shipped MetroBuc (metroubucuresti.ro), a native Kotlin metro-navigation app with offline routing, real-time arrival info, push notifications, and a companion website, growing to **500+ installs, 260+ active devices, and 230+ monthly active users within ~3 months of launch at a 40.7% store-listing conversion rate**
- Run the full delivery and operations lifecycle solo: automated CI/CD, Play Store publishing, AdMob, and live crash monitoring, keeping the app stable and continuously updated in production
- Took IoT and connected-hardware concepts from idea to working prototype across the full stack: custom microcontroller firmware (e.g. ESP32), 3D-printed enclosures, and paired Android, Windows, and Linux apps

Scrum Master / Senior Project Manager

Mar 2024 – May 2026

European Commission (Contractor) · Hybrid

- Led the Backup & Storage squad's transition from Waterfall to Agile/SAFe, embedding the full ceremony cadence and ART-level practices across a team of 8 engineers and a developer
- Coordinated dependencies, risks, and delivery commitments across Service Owners, Team Leads, Chapter Leads, and adjacent squads spanning storage, backup, virtualization, Linux/Windows OS, and security, safeguarding sprint and PI delivery
- Embedded backlog-refinement and Definition-of-Done discipline, lifting sprint predictability and commitment reliability to roughly **86-93%**
- Delivered backup and storage initiatives across SAN, NAS, and object storage (hardware-refresh cost optimization, migration to new platforms, and vendor de-risking), securing formal stakeholder sign-off at closure
- Operated in a high-impact environment serving **40+ EU institutions, agencies, and national bodies**, where release complexity demanded careful planning, cross-stakeholder coordination, and extensive pre-release testing

Senior IT Infrastructure Project Manager

Jul 2022 – Mar 2024

European Commission (Contractor) · On-site · Luxembourg City

- Managed the evolution of large-scale storage, backup, and virtualization infrastructure under PM² in a complex multi-stakeholder environment serving 40+ EU institutions and agencies
- Led OS-migration, Linux modernization, and security-hardening initiatives impacting **20,000+ VMs and servers**, with multi-stage pre-release testing to protect service continuity
- Drove the design and rollout of a unified endpoint-protection solution across heterogeneous Windows, Linux, and storage environments, coordinating cross-team delivery organization-wide
- Authored and published the annual IT-infrastructure estate report for senior C3 management, distilling technical metrics, risks, and costs into an executive-level publication (produced in Adobe InDesign)

IT Infrastructure Project Manager

Mar 2021 – Jul 2022

VOIS (Vodafone) · Bucharest

- Delivered ~30 concurrent infrastructure projects across storage, virtual machines, appliances, DNS, and platform migrations within scope, budget, and timeline across EMEA
- Led legacy-to-modern migration and capacity-expansion initiatives across physical and virtual estates
- Engaged deeply with technical requirements across multiple IT domains, translating complex detail into clear plans for business and delivery stakeholders while adapting to and mitigating new and unknown risks
- Created a project-management methodology and framework adopted by the internal PM forum and PMO, standardizing lessons learned and best practice
- Mentored new project managers on PM best practice and Vodafone delivery processes

Global Project Manager / IT Transition Manager

Jun 2018 – Mar 2021

Genpact · Bucharest

- Led the company-wide transition to a fully remote (WFH) operating model during COVID-19, coordinating and mentoring a team of 10+ project managers across **83+ concurrent client infrastructure migrations** impacting 5,000+ employees, each built to the client's own technical design
- Delivered major infrastructure projects under PRINCE2 with **budgets in the millions of euros**, owning scope, cost, and weekly reporting end-to-end
- Ran a parallel mix of international projects including rebranding, building takeovers and relocations, infrastructure changes, and new-client onboarding, typically impacting ~1,000 employees per initiative
- Designed and implemented a proprietary gamified Continuous Improvement Platform, generating **€150K+ in cost savings**
- Coordinated cross-functional teams (Network, Telephony, EUC, Servers, Helpdesk, Sourcing, Digital) within InfoSec guidelines, translating technical status and risk into clear governance reporting for company leadership
- Acted as IT Support Manager during implementation phases, coordinating a local floor-support team and on-site delivery

System Administrator & SCCM Engineer

Dec 2016 – Jun 2018

Genpact · Bucharest

- Redesigned and managed enterprise SCCM endpoint infrastructure across multiple versions (2007/2012/2016/Current Branch), supporting **5,000+ users across 11 sites**
- Consolidated **108 separate task sequences into a single** universal, location-aware automated deployment covering 11 sites
- Designed and launched a Self-Service Application Shop, packaging 200+ applications for end-user self-provisioning
- Implemented an Internet-Based Client Management (IBCM) server, extending software updates and app deployment to remote and internet-based users

IT Service Delivery Coordinator

Jun 2014 – Dec 2016

Heineken · Bucharest

- Managed two on-site IT teams across the Miercurea Ciuc and Craiova factories, HQ, and sales points, delivering L1/L2/L3 incident management via ServiceNow for **2,000+ employees**
- Provided dedicated VIP support for leadership, translating technical issues into clear, non-technical terms, and served as SME for IT infrastructure (network, servers, telephony, EUC) and SCCM
- Negotiated vendor contracts and managed external support teams
- Delivered continuous-improvement initiatives, including full onboarding automation that eliminated recurring manual effort and freed days of staff time

Level II On-Site IT Support

Jun 2012 – Jun 2014

Genpact · Bucharest

- Delivered on-site support to 400+ users across ServiceNow, BMC Remedy, and other ITSM platforms; served as EU SME for SCCM 2007; coordinated the European Video Conferencing team; and executed monthly Business Continuity Plan tests (cold and hot scenarios)

CORE SKILLS

- **Methodologies & Frameworks:** PRINCE2 (Practitioner), SAFe 5/6 (Scrum Master / Agilist), Scrum, PM², ITIL Foundation, Six Sigma (Yellow Belt)
- **Infrastructure Domains:** Enterprise storage (SAN, NAS, object), backup & data protection, virtualization (VMware), endpoint management (SCCM/MECM), Windows & Linux administration, Active Directory, networking, DNS, migrations & capacity planning
- **Tools & Platforms:** Jira, Confluence, ServiceNow, SCCM/MECM, Klaxoon, Mural, GitHub Actions / CI-CD, Firebase
- **Leadership & Delivery:** Portfolio & programme management, team leadership & mentoring, stakeholder management, risk & issue management, governance reporting, vendor & contract management
- **Product & Emerging Tech:** Product ownership, AI-assisted development & prompt engineering, Android (Kotlin) delivery, embedded prototyping (ESP32)
- **Languages:** Romanian (Native), English (C2), German (A2), French (A2)

EDUCATION

BA, Philology (English / German)

2007 – 2011

University of Bucharest · Faculty of Foreign Languages

- Studied translation, literature, and linguistics in English and German, with Dutch as a third language

CERTIFICATIONS

- PRINCE2 Practitioner & Foundation · APMG International, 2016
- SAFe 6 Agilist (2024) & SAFe 5 Agilist (2022) · Scaled Agile, Inc.
- ITIL Foundation · AXELOS
- Six Sigma Yellow Belt · Heineken

VOLUNTEERING & INTERESTS

- Head of International Relations, Faculty Student League (ASLS), coordinating cross-border student initiatives and partnerships; contributed to multiple volunteer projects during university
- Long-running Dungeons & Dragons Dungeon Master (homebrew campaigns) and a committed Warhammer 40,000 player and lore reader
- Incurable tinkerer: a home infrastructure lab built for fun (Active Directory, DNS, DHCP, virtual machines, SCCM), Raspberry Pi projects (mail server, media center, Minecraft server), and upcycling old phones, laptops, and tablets
- Photography, short-story writing, and travelling to explore and understand different cultures