

# Andreea-Mihaela Comșit (Călin)

**Address:** Braşov

**E-mail:** Andreea.calin@unitbv.ro

## Work History

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### Security Program Officer

**2022.10-present**

*Security Program Officer – Stefanini Romania, Bucharest (home-based)*

- I am responsible for Internet Access (Proxy), E-mail Security, Cyber Defense and Vulnerability management (professional services) teams.
- Taking ownership of security project plans (initialization, planning, executing, monitoring, controlling and closing)
- I assured that tickets are implemented correctly and the engineers/analysts respect the procedures and the time implementation for tickets (SLAs).
- Ensuring that technical security teams have all they need (technical documents/knowledge, accounts permissions).
- Taking ownership of critical situations (tickets and e-mails based), coordinating meetings and establishing the communication between Stefanini and clients or third-party companies.

### Service Manager

**2022-04-2022.10**

*Cybersecurity Service Manager Atos IT Solutions and Services SRL, Brasov, Brasov*

- I am responsible for Proxy, Mailgateway (Proofpoint) and DLP (Data Loss Prevention) teams (international teams).
- Taking ownership of critical incident/change/problem tickets, coordinating with resolution parties and establishing the communication between Atos and clients or third-party companies.
- I am responsible with incidents, changes and problems backlogs.
- Ensuring that procedures and methodologies are in place.
- I monitor processes, maintain high performance levels of service-related processes and implementing improvement activities wherever necessary.

### Service Manager

**2021-03 - 2022-03**

*Junior Cybersecurity Service Manager Atos IT Solutions and Services SRL, Brasov, Brasov*

- I assured that tickets are implemented correctly and the engineers respect the time implementation for tickets (SLAs).

- I assigned and managed tickets (Incident management, Change management, Problem management) using Service Now (Snow) tool.
- I coordinated engineers and prioritized tasks efficiently
- I was responsible with the communication with the client.
- I was responsible with reports and analysis.
- Mail management.

**2020-07 – 2021-03**

## **Technical Support Engineer**

*Technical Engineer at Atos IT Solutions and Services SRL, Brasov, Brasov*

- I implemented automation programs used for extracting data from remedy tool. It involved Java and Python programming knowledge.

## **Intern**

**2018-08 - 2020-06**

*Scholarship at Atos IT Solutions and Services SRL, Brasov, Brasov*

- I learned basic notions about networking and Python.
- My team and me made projects where we learned to use Python, GNS3, CSS and HTML.

## ***Education***

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**03.2023**

### **Certification**

*Microsoft Certified: Security, Compliance and Identity Fundamentals*

**12.2023**

*ITIL4 Foundation Certificate in IT Service Management*

### **Conference**

**2021-11**

*International Conference on Interactive Mobile Communication Technologies and Learning (IMCL 2021), Thessaloniki, Greece*

- Paper name: Experiment supported Mobile Application For Monitoring Human Activities Using Neural Networks
- Submission Type/Conference Track: Special Session #1: Social Networks, Health care and Artificial Intelligence (SHAI)

**2023-10 - present**

### **PhD Studies**

*Transilvania University of Brasov- Brasov*

- Faculty of Electrical Engineer and Computer Science
- Electrical Engineering, Telecommunications and Informational Technologies

**2020-10 - 2022-07**

### **Dissertation Diploma: Computer Science**

*Transilvania University of Brasov- Brasov*

- Faculty of Electrical Engineer and Computer Science

- Specialization: Integrated electronic and communications systems - Integrated systems

## **Bachelor Diploma: Computer Science**

**2016-10 - 2020-07**

*Transilvania University of Brasov - Brasov*

- Faculty of Electrical Engineer and Computer Science
- Specialization: Computer Science

## **Baccalaureate Diploma**

**2012-09 - 2016-06**

*"Radu Negru" National College - Fagaras*

- Specialization: mathematics and computer science

## ***Languages***

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Romanian

English

French

## ***Skills***

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Knowledge in object-oriented programming, programming languages C/C ++, Java and Python; algorithmic, data structures and databases (SQL)

Basic knowledge in AI and PyTorch

Basic knowledge in automation (selenium and Sikuli)

Basic knowledge about tickets platforms such as Service Now (Snow) and SMAX.

Basic knowledge about ticketing service.

Basic knowledge about management – Resource planning, people management

Basic knowledge about cybersecurity (firewall, proxy, mailgateway)

Strong organizational skills

Exceptional customer-facing skills

Ability to manage and prioritize tasks efficiently

Solid resource planning and problem-solving skills

Readiness to demonstrate a proactive attitude

Excellent verbal and written communication skills

In-depth knowledge of escalation procedures, incident management and other disciplines related to service delivery.

## ***Projects***

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- I made a mobile application that recognize 4 types of activities: sitting, standing, walking and jogging. For this project, I learned IA and PyTorch. I implemented a PyTorch model and this model run on the mobile. The model's inputs are accelerometer data (x, y, z coordinates).
- I simulated a Firepower (NGFW) device using Jumphost and Azure cloud (similar approaches are used in Cybersecurity field). On simulated Firepower, it can be

configured/simulated more devices and traffic rules can be tested or applied. The Firepower has function such as: monitoring (traffic and devices), creating alarms (SMS, or ticket in Service Now tool) when an unexpected event appears.

- I made an application for administrate the books from a library. The project had 2 parts: admin and user. In log in section, you must choose between log in and registration. There are 2 types of users: normal user and admin user. Admin can add, delete and update database with books. The user can select books and see his list of books borrowed.