EDUARD FLORENTIN ENACHE

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SUMMARY

I'm a Quality Assurance Engineer with hands-on expertise in automation, monitoring, SQL, and BI reporting, backed by a background in wireless communications and infrastructure engineering. At Orange Services, I build and maintain automated dashboards and reporting pipelines using Power BI, Grafana, and SQL/MySQL/MongoDB, improving data quality and driving continuous improvement across teams. Outside of work, I run a self-hosted Linux home lab: a Proxmox-hosted Ubuntu Server running 21 containers across 6 Docker Compose stacks, with a full monitoring and observability stack (Prometheus, Grafana, Loki), automated alerting, health-gated updates with rollback, and every service versioned in Git, and I'm building a self-hosted, AI-capable server for local LLMs.

PROFESSIONAL EXPERIENCE

Orange Services **Bucharest, Romania**
Quality Assurance Engineer *May 2025 – Present*

- Automated cross-source reporting and dashboards in Power BI and Grafana, pulling from SQL/MySQL, MongoDB, CSV/Excel, and REST APIs.
- Automated OLA breach notifications, ticket completion tracking, and 2-hour incident reports, improving accuracy and reducing manual effort.
- Defined the KPI/OLA catalog and built DAX measures and time-intelligence logic for standardized, accurate client-facing reporting.
- Implemented data validation and anomaly checks that improved the consistency and reliability of reporting outputs.
- Partnered with NSSO and Problem Management teams to drive corrective actions and improve KPI attainment.
- Collaborated with IT security teams to ensure sensitive data protection and secure access to reporting platforms.
- Actively contributed to improvement initiatives driven by the problem management process.

Tools: *Power BI, Grafana, SQL, Python, MySQL, MongoDB, REST APIs, Git, Jira*

Orange Services **Bucharest, Romania**
Front Office Engineer, SSPO *Oct 2023 – May 2025*

- Managed the flow of technical incident information across channels as the primary point of contact for clients, ensuring timely resolution of issues.
- Introduced automation programs (email quality checks, ticket follow-up tracking) that reduced departmental workload and increased customer satisfaction.
- Built internal dashboards from high-volume operational data to raise the department's quality of service (QoS).
- Collaborated with cross-functional teams to translate technical information for non-technical stakeholders.

Majorel SE — Bolt UK Project **Remote**
Customer Support Specialist *Aug 2021 – Sep 2022*

- Provided remote support for the Bolt UK project, resolving issues for both customers and drivers.
- Used a proprietary support system to handle cases ranging from minor inquiries to complex application and financial issues.

EDUCATION

University POLITEHNICA of Bucharest **Bucharest, Romania**
MSc, Mobile Communications — GPA: 9.14 / 10 *Oct 2024 – Jun 2026*

- Thesis: “Multiple Access Techniques for 6G Systems (NOMA, RSMA, OAM)” — graded 10/10.

University POLITEHNICA of Bucharest **Bucharest, Romania**
BEng, Telecommunications and Communication Systems *Oct 2020 – Jul 2024*

- Specialization in Telecommunications Technologies and Systems.

PROJECTS

Self-Hosted Home Lab

- Architected a self-hosted home lab: Proxmox hypervisor running an Ubuntu Server VM with 21 containers across 6 Docker Compose stacks, hosting multiple self-built web applications and services exposed securely through Tailscale Serve/Funnel and Cloudflare.

- Built the monitoring and observability stack (Prometheus, Grafana, Loki/Promtail, cAdvisor, node-exporter) with a custom Python exporter for external service metrics.
- Wrote a Python watchdog (systemd timer, every 5 minutes) that detects down or unhealthy containers, crash loops, disk/memory pressure and failed units, sends Telegram alerts on state changes, and pings an external dead-man switch.
- Automated weekly container updates with a health gate and automatic rollback, plus daily image-update notifications.
- Version-controlled every service as a Git repository synced to GitHub with secret scanning before each commit, and scripted a disaster-recovery rebuild of the whole server from GitHub.

TECHNICAL SKILLS

BI / Analytics: Power BI (Power Query/M, DAX), Grafana, Power BI Service
Data / Engineering: SQL, Python, ETL, REST APIs, Data Modeling, Data Quality Rules
Databases: MySQL, MongoDB, PostgreSQL, SQLite
Linux / Systems: Ubuntu Server, Proxmox VE, systemd, Bash, SSH
Containers / Web: Docker, Docker Compose, Nginx
Monitoring / Observability: Prometheus, Grafana, Loki, Promtail, cAdvisor, node-exporter
Networking / Cloud: Tailscale, Cloudflare (Tunnel, Pages), Microsoft Azure, Vercel, Render
Dev / Tools: Git, GitHub, Jira
Programming: Python, Bash, JavaScript/TypeScript, Java, MATLAB, Verilog, C#, C++
Languages: Romanian (Native), English (Native/Bilingual — Cambridge ESOL C2)

CERTIFICATIONS & TRAINING

- Microsoft Azure AI: Implementations and Solutions using AI
- AI Fluency: AI Capabilities & Limitations
- Change Management – Dealing with Change
- Cloud Fundamentals
- MATLAB Onramp
- Cambridge English Level 2 Certificate in ESOL International
- ECDL Certification

SUMMITS & WORKSHOPS

- Future Summit: AI
- RPA Developer Workshop
- PRISME.AI Hackathon
- Trainer for GenAI – Manager and Ops Programme (Orange)
- Critical Thinking with AI
- Prompt Engineering