

RAZVAN-DANIEL NEGRILA

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PROFILE

An accomplished Modern Workplace & Endpoint Management Engineer with extensive experience in endpoint lifecycle management, Windows 10/11 administration, and security policy enforcement. Expertise in leveraging Microsoft Endpoint Manager (Intune), Windows Autopatch, and Windows Update for Business to ensure system reliability and security for large-scale enterprise environments. Proficient in scripting with PowerShell and Python to automate tasks and enhance operational efficiency. A dedicated problem-solver skilled in advanced troubleshooting and root cause analysis to minimize user disruption and maintain system integrity.

TECHNICAL & OPERATIONAL EXPERTISE

Endpoint Management: Microsoft Endpoint Manager (Intune), Windows Autopatch, Windows Update for Business, Windows Autopilot, Mobile Device Management (MDM), Device Compliance & Configuration Profiles, Application Deployment & Packaging.

Systems Administration: Windows 10/11 Enterprise, Patch Management, Group Policy Management, Device Health Monitoring, Security Baselines.

Cloud & Identity: Microsoft Azure, Microsoft Entra ID (Azure AD), Conditional Access Policies, Identity Governance.

Scripting & Automation: PowerShell, Python.

Observability & Data: Kusto Query Language (KQL)

CI/CD & Version Control: Azure DevOps, Git, GitHub.

Methodologies: Agile, SAFe, Scrum.

Leadership and collaboration: Team management. Enterprise services leadership. Ability to describe technical and business technology to business, management, and executives' audiences. Work with multiple teams.

PROFESSIONAL EXPERIENCE

MICROSOFT | Bucharest, Romania

2022 - Present

Customer Experience Engineer II with French (2024 – Present)

Customer Experience Engineer with French (2022 – 2024)

- Accountable for ensuring the reliability, security, and performance of Windows endpoint systems within a large-scale enterprise environment through proactive administration, policy enforcement, and in-depth troubleshooting.
- Administered a large fleet of Windows 10/11 enterprise workstations, ensuring high levels of system health and security by deploying proactive patch management through Microsoft Intune and Windows Autopatch.
- Managed the full lifecycle of Windows updates by systematically deploying Cumulative and Feature updates across defined rings, which improved compliance and system stability.
- Resolved critical update installation blockers by performing deep dive troubleshooting of system logs (TSS, CBS, Windows Update), leading to restored system functionality and minimized user disruption.
- Authored and managed Intune configuration profiles to enforce organizational standards and effectively resolved complex policy conflicts to ensure consistent device compliance.
- Audited and troubleshoot Conditional Access Policies within Microsoft Entra ID, resolving access issues to ensure seamless operation for IT personnel and end-users.
- Served as a subject matter expert for Windows Autopatch, mentoring colleagues and providing critical support on complex customer cases to enhance team-wide resolution capabilities.
- Led documentation efforts for troubleshooting workflows, update policy behaviors, and support tooling transitions, contributing to internal knowledge bases and AI-driven support initiatives.

- Collaborated within Agile Scrum teams focused on Windows Update reliability, contributing to cross-team initiatives such as AI-driven case analysis, log parsing automation, and backlog prioritization for engineering teams
- Contributed to cross-functional initiatives within Scrum Team, focusing on improving internal processes and operational efficiency, including PR review participation, article triage, merge conflict resolution, and ensuring error-free access to internal engineering sites by identifying and resolving issues such as broken links and 404 errors.
- Supported the development of a machine learning-driven Self-Help solution for Windows Autopatch, utilizing telemetry and natural language processing to deliver contextual, personalized insights via the Intune portal. Enabled proactive customer support before ticket submission and achieved a ~70% resolution success rate, reducing support volume and enhancing user experience.

SOCIÉTÉ GÉNÉRALE GLOBAL SOLUTION CENTER | Bucharest, Romania

2022

Operational IT Risk Analyst

- Responsible for managing and implementing Level 1 Permanent Controls (L1C) across the Global Technology Services (GTS) perimeter to ensure adherence to critical IT risk management frameworks.
- Strengthened the organization's security posture by conducting quality assurance on control evaluations, identifying anomalies, and tracking action plans through to completion.
- Developed and maintained activity monitoring dashboards, providing data-driven analysis and key support to Operational Risk Managers (ORM).

Stefanini Romania SRL | Bucharest, Romania

2020 - 2022

Support Desk Engineer

- Provided comprehensive technical support for hardware, software, and network connectivity issues, ensuring rapid resolution and minimal business disruption.
- Improved customer satisfaction by translating complex technical issues into clear, understandable language for non-technical users.
- Documented, triaged, and efficiently resolved or escalated incidents using a ticketing system (MyIT) to maintain service level agreements.

EARLIER CAREER SUMMARY

- **Customer Service Analyst**, Automobile Dacia SA (September 2019 - November 2020)
- **Team Leader**, Webhelp Romania (February 2019 - September 2019)
- **Continuous Improvement Department Expert**, Webhelp Romania (October 2017 - February 2019)
- **Customer Advisor**, Amoma SRL (August 2017 - October 2017)
- **Client Advisor**, Webhelp Romania (October 2014 - August 2017)

EDUCATION

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Bachelor of Technology, Computer Science | Faculté des Sciences Aix-Marseille Université | 2023 - Present
Baccalaureate, Mathematics-Informatics | Colegiul National I.C. Bratianu, Pitesti | 2010 - 2014

CERTIFICATIONS

Microsoft 365 Certified: Endpoint Administrator Associate (MD-102 - Expires Sept 2026)
Microsoft Certified: Azure AI Engineer Associate (AI-102 - Expires Aug 2026)
Microsoft Certified: Azure AI Fundamentals (AI-900 - Issued Nov 2023)
Microsoft Certified: Azure Fundamentals (AZ-900 - Issued Nov 2023)
Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900 – Issued Sept 2025)

LANGUAGES

Romanian (Native) | French (Bilingual) | English (Full Professional Proficiency)