

RAZVAN-DANIEL NEGRILA

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PROFILE

DevOps and Automation Engineer with experience designing, automating, and monitoring cloud and endpoint platforms across enterprise environments. I help organizations modernize IT operations and eliminate manual toil at scale.

Skilled in Microsoft Azure, Azure Functions, Azure Logic Apps, Azure Automation Runbooks, CI/CD pipelines with GitLab and Azure DevOps, GitOps, Infrastructure as Code, and Microsoft Graph API integrations across Microsoft Intune, Microsoft Entra ID, and ServiceNow. Proficient in PowerShell and Python scripting to automate workflows, standardize configurations, and reduce manual effort.

Experienced in platform observability and monitoring using New Relic and Kusto Query Language (KQL) to track service health, API availability, and reliability. I apply AI and Machine Learning concepts to enhance automation, diagnostics, and service delivery with a focus on building self-service, data-driven operational systems.

TECHNICAL & OPERATIONAL EXPERTISE

Automation and Integration: PowerShell, Python, Microsoft Graph API, REST APIs, JSON, Azure Functions, Azure Logic Apps, Azure Automation Runbooks, ServiceNow integration.

CI/CD and Infrastructure as Code: GitLab CI/CD, Azure DevOps, Git, GitHub, GitOps, Configuration as Code.

Observability and Monitoring: New Relic, Kusto Query Language (KQL), custom dashboards, alerting, SLI and SLO tracking, OKR and KPI definition.

Collaboration and Tooling: Jira, Confluence, ServiceNow.

Cloud and Identity: Microsoft Azure, Microsoft Entra ID (Azure Active Directory), Conditional Access, Identity and Access Management (IAM), Identity Governance.

Endpoint Platform: Microsoft Intune (Endpoint Manager), Windows Autopatch, Windows Autopilot, Mobile Device Management (MDM).

Systems Administration: Windows 10, Windows 11, Group Policy, Security Baselines.

AI and Machine Learning Applied to Operations: Machine Learning driven self-help, Natural Language Processing (NLP) assisted case triage, log parsing automation, AI driven data leak detection.

Methodologies: Agile, Scrum, ITIL, DevOps, Site Reliability Engineering (SRE).

Leadership and Collaboration: Team management, enterprise services leadership, technical communication with executive and business audiences, cross-team collaboration.

PROFESSIONAL EXPERIENCE

E.On | Bucharest, Romania

2026 - Present

DevOps/ Automation Engineer

Building and operating the automation, CI/CD, and observability layer for E.ON's enterprise Device Management Platform (DMP), serving Microsoft Intune across the group's endpoint estate.

Automation and Integration:

- Design, build, and maintain automation workflows using PowerShell, Microsoft Graph API, and Azure automation services (Functions, Logic Apps, Runbooks) to eliminate manual operational toil.

- Develop cross-system integrations between Microsoft Intune, Microsoft Entra ID, ServiceNow, and other enterprise platforms, enabling event driven automation and self service flows.
- Identify AI and Machine Learning opportunities inside the DMP, designing AI driven solutions that generate insights, auto produce Intune scripts, and optimize workflows.

CI/CD, GitOps and Infrastructure as Code:

- Design and manage CI/CD pipelines in GitLab for infrastructure and configuration deployments.
- Apply GitOps and Configuration as Code practices to ensure traceability, consistency, and controlled change management.
- Platform Observability and Monitoring:
 - Own platform level observability for the Microsoft Intune service through New Relic, building dashboards and alerting to surface service health, API availability, and tenant level issues in real time, detecting platform degradation before it impacts endpoint operations.
 - Define and track OKRs and KPIs for Intune and the DMP (deployment success, policy compliance, automation coverage, time to resolve), enabling data driven service improvement.

Delivery and Collaboration:

- Collaborate with architects, engineers, and stakeholders to translate business requirements into robust automated solutions.
- Track work and sprints in Jira, and author technical documentation, runbooks, and platform guides in Confluence to ensure long-term maintainability and team knowledge sharing.
- Troubleshoot cross-service automation flows and maintain documentation for automation, integrations, and processes.

MICROSOFT | Bucharest, Romania

2022 - 2025

Site Reliability Engineer II with French (2024 –2025)

Site Reliability Engineer on the Windows Autopatch and Modern Managed Desktop (MMD) service, accountable for reliability, compliance, and observability of Windows endpoint systems at Microsoft enterprise scale.

Reliability Engineering and Automation

- Contributed to an ML driven Self-Help Success product for Windows Autopatch, leveraging telemetry and Natural Language Processing (NLP) to deliver contextual insights inside the Intune portal, enabling proactive resolution before ticket submission. Achieved ~70% resolution success rate, reducing inbound support volume.
- Built Python automation for the Engineering Hub: scripts to detect articles missing templates, auto apply required runbook, playbook, and TSG structures, and repair Table of Contents indexing, scaling documentation quality across the knowledge base.
- Drafted an AI filter for EUPII and PII data leak detection in pull requests pushed to production, strengthening data protection in the engineering CI flow.
- Developed workflow automation and log parsing tooling supporting AI driven case analysis initiatives across the Windows Update Reliability SCRUM team.

Platform Engineering and Endpoint Reliability

- Operated Windows 10 and Windows 11 fleets at scale via Microsoft Intune and Windows Autopatch, owning the full Windows Update lifecycle (Cumulative Updates, Feature Updates, ring based deployment).
- Performed deep dive troubleshooting on Windows Update, CBS corruption, TSS logs, and Intune policy conflicts, restoring functionality on high severity incidents as DRI and Backup DRI, including Sev A tickets in the Windows Devices and Deployments team.
- Served as Subject Matter Expert (SME) for Windows Autopatch, mentoring peers and acting as escalation point on complex customer cases.

Site Reliability Engineer with French (2022 – 2024)

Site Reliability Engineer (SRE) on the Modern Managed Desktop (MMD) and Windows Autopatch service, delivering Windows endpoint reliability at enterprise scale for Microsoft customers.

Endpoint Reliability and Update Lifecycle

- Owned the full Windows Update lifecycle via Microsoft Intune and Windows Autopatch: ring based deployment of Cumulative Updates and Feature Updates across large Windows 10 and Windows 11 fleets, sustaining CSAT 5.0 and tight customer wait time SLAs under 30 minutes.
- Supported French speaking enterprise customers across EMEA as Directly Responsible Individual (DRI) and Backup DRI, managing escalated and delicate cases end to end.
- Acted as Ops Buddy for customer offboarding transitions, ensuring long runner tickets stayed on track through resolution.

Knowledge, Process and Automation Foundations

- Contributed to the Knowledge and Process virtual team: built article templates, drafted the feedback flow for Engineering Hub articles, and introduced tracking processes that improved knowledge base hygiene across the organization.
- Advanced Python and PowerShell scripting skills through day to day automation work, laying the foundation for later Machine Learning and automation contributions on the team.

Growth and Certifications

- Earned AZ-900 (Microsoft Azure Fundamentals) and AI-900 (Microsoft Azure AI Fundamentals) certifications.
- Promoted to Site Reliability Engineer II mid cycle on the back of consistent delivery and contributions to team processes.

SOCIÉTÉ GÉNÉRALE GLOBAL SOLUTION CENTER | Bucharest, Romania

2022

Operational IT Risk Analyst

Managed Level 1 Permanent Controls (L1C) across Global Technology Services (GTS), ensuring adherence to IT risk management frameworks. Ran quality assurance on control evaluations, tracked anomaly action plans, and built activity monitoring dashboards for Operational Risk Managers (ORM).

Stefanini Romania SRL | Bucharest, Romania

2020 - 2022

Support Desk Engineer

Level 1 and Level 2 technical support for enterprise customers: hardware, software, networking, Microsoft Intune, and Azure Active Directory (Microsoft Entra ID). Triageed, resolved, and escalated incidents via IT Service Management (ITSM) tooling against Service Level Agreement (SLA) targets. Foundation of my later endpoint management specialization.

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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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)