Iustin Ionuț Cîrjă

B2B Operations & CRM Specialist | Web, iOS & Linux VPS Projects

Bucharest, Romania | (+40) 757 667 901 | ionutiustincirja@gmail.com | beavy.ro | Romanian (Native), English (Fluent / C1)

PROFILE

B2B operations and CRM specialist with 6+ years of experience in account administration, customer support, and KYC/payment checks at OMV Petrom, Leanpay, and certSIGN. Alongside my corporate work, I build practical websites, iOS apps, data scripts, and Linux VPS setups. My main project is Beavy (beavy.ro, currently in beta): a grocery price-comparison app with a public site, internal admin panel, daily price-update scripts, and a PostgreSQL server on Ubuntu.

SKILLS & TOOLS

- **Web & Mobile:** HTML/CSS, TypeScript, Node.js, Swift & SwiftUI (iOS 17+, barcode scanning, on-device VisionKit OCR, location), Cloudflare Workers & D1, Supabase (Auth, Realtime, RLS)
- **VPS & Databases:** Ubuntu Linux, Nginx, UFW firewall, Cloudflare Tunnel, PostgreSQL, PostgREST, Cloudflare R2 backups, cron, systemd, automated data import & cleanup scripts
- **B2B Operations & CRM:** Salesforce, HubSpot, SAP, Jira, B2B Account Administration, Client Retention & Renewals, Lead Qualification & Queues, Case Ownership, SLA & KPI Compliance, Duplicate Prevention
- **KYC, Risk & Support:** Onfido, Identity & Document Verification, Phishing & Fraud Checks, Payment Allocation, Invoices & Statements, Technical Support (L1/L2), Microsoft Excel, SQL

INDEPENDENT PROJECT

Beavy (beavy.ro) | **Creator (Personal Project, in Beta)** 2026 - Present | Bucharest

- Built a grocery price-comparison project for Romanian supermarkets (Auchan, Carrefour, Kaufland, Lidl, Mega Image) with daily Node.js/TypeScript scripts that collect, clean, and save product prices into PostgreSQL.
- Built the **iOS app in SwiftUI** (currently in beta) with barcode scanning, on-device receipt reading via VisionKit (images stay on the phone), nearby store distances, offline shopping lists, and shared household lists synced via Supabase.
- Published the website and beta waitlist (**beavy.ro**) on Cloudflare Workers and Cloudflare D1 with basic spam filtering, SEO tags, and privacy/GDPR pages on the free tier.
- Built a password-protected admin page (**beavy.ro/admin**) with signed sessions to check daily script runs, inspect data health, and review product matches.
- Set up an **Ubuntu VPS** in Frankfurt running PostgreSQL, PostgREST, Nginx, UFW, Cloudflare Tunnel (no open public ports), and daily backups to Cloudflare R2; moved the main product database off Supabase Free to avoid storage limits and cut monthly costs.
- Cleaned and matched 30,000+ active product listings using barcode/EAN and brand+size checks, keeping automated tests to catch matching mistakes early.

WORK EXPERIENCE

OMV Petrom | Operational Specialist
Oct 2025 - Oct 2026 | Bucharest

- Handled **40+ Salesforce cases** and around **30 B2B client and partner interactions per day**, keeping a low monthly error rate and meeting strict CRM case-coding quality rules.
- Created and qualified B2B leads for Sales in Salesforce by filling in custom fields (company tax ID/CUI, county, estimated monthly consumption, fleet details), checking existing accounts to avoid duplicates, and routing leads to the Sales queue.
- Managed B2B fuel card accounts, card issuance, spending limits, and block/unblock workflows, including urgent limit changes during on-call and night shifts.
- Checked transaction authorizations, payment statements, and EV charging requests with dealers and partner stations; handled escalated phone and written complaints.

Leanpay IFN | Customer Service Specialist (Credit Operations)
Aug 2024 - Oct 2025 | Bucharest

- Managed **30-40 HubSpot cases** and **20-30 phone calls per day** from customers and retail partners, covering the credit process from loan applications to regular installments and early repayments.
- Created and used a practical verification method to spot phishing patterns and identity theft during KYC and phone checks, stopping nearly **30,000 RON** in fraudulent loan payouts in a single peak month.
- Performed back-office payment operations: allocated customer payments to credit contracts, tracked installments, calculated early closure amounts, and checked invoices and bank statements.
- Worked daily with the Sales team and retail merchants to set up contract details, follow up on missing documents, and escalate high-risk applications to Risk and Compliance.

certSIGN | Account Manager (B2B Operations)
Aug 2023 - Aug 2024 | Bucharest

- Promoted to Account Manager after one year; managed a portfolio of B2B clients and reached a **93% semi-annual renewal rate**.
- Passed additional background checks for a high-trust role with access to qualified digital certificates; performed KYC and identity checks against national ID cards and company documents before issuing certificates.
- Coordinated certificate issuance and renewals (including certificates on secure hardware tokens) with business partners and client representatives, keeping CRM records updated from issue to renewal.

certSIGN | Technical Support Representative
Aug 2022 - Aug 2023 | Bucharest

- Earned a **performance bonus within 3 months** of joining for handling the highest call volume in a 10-person team while meeting all SLA targets.
- Helped customers resolve technical, billing, payment, and digital-signing issues across current and older software versions; documented clear reproduction details and escalated complex problems to the L2 team.

Earlier Experience | Green Revolution & WorldClass
2019 - 2022 | Bucharest

- **Customer Support (Green Revolution):** Verified customer identity (KYC) during bike and e-scooter rental onboarding, helped with account and payment questions, and tested the mobile app to report bugs.
- **Front Desk (WorldClass):** Handled daily reception tasks, member check-ins, and customer requests at the club.

EDUCATION & ADDITIONAL INFORMATION

University of Bucharest, Faculty of Psychology and Educational Sciences
Bucharest, Romania

BSc Studies in Psychology and Educational Sciences (Coursework Completed)
Certification: ISRO x StayFit, Certified Personal Trainer