

IONUT-MARIUS DUTAN

Support Product Manager | Technical Support Engineer | QA Specialist | IT Operations Leader

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PROFESSIONAL SUMMARY

Support Product Manager, QA-focused service transition specialist and IT Operations Leader with 15+ years of experience across product onboarding, release readiness, global support operations and Enterprise Endpoint support. Connecting Product, Engineering and Support to make services support-ready before launch, owning Jira-based transition governance, accountability, knowledge readiness, training and AI Service Desk compliance. Hands-on expertise spans Windows, macOS, mobile, Endpoint Device Management, Endpoint security, incident/problem management, root-cause analysis, knowledge management and support automation.

SELECTED ACCOMPLISHMENTS

- Enabled self-service Windows password recovery solution for 112K devices, reducing recovery time by approximately 90% and eliminating routine agent-assisted resolution for approximately 1,200 monthly lockout tickets.
- Developed Batch/Shell/Python automation tools later integrated into Endpoint Engineering daily workflows, reducing troubleshooting time by approximately 30% and improving support efficiency.
- Delivered critical Data Protection security controls across the Oracle fleet under compressed critical timelines, strengthening enterprise data protection, endpoint safeguards, compliance readiness, and Oracle's overall security posture through strong ownership and cross-organizational collaboration.
- Led end-to-end onboarding and transition of services into Support, aligning documentation, tooling, training, support model, operational readiness and go-live requirements.
- Identified top support volume drivers and partnered with Engineering teams on root-cause fixes, documentation improvements and automation initiatives supporting a targeted 30% support volume reduction strategy.
- Contributed to Endpoint Device Management rollout, product validation, training and service transition, improving support readiness and reducing post-launch issues.
- Led 100+ global engineers, improving operational consistency and performance.
- QA testing and validation in all Endpoint Engineering product release activities, surfacing product enhancements that reduced service disruptions and support interactions.

SOFT SKILLS

Cross-functional collaboration, Stakeholder management, Mentoring & coaching, Adaptability, Ownership & accountability, Process improvement mindset

CORE SKILLS

Service & Product: Service Transition, Product Onboarding, Support Readiness, Release/Go-Live Management, Jira ALM, RACI/Governance, Stakeholder Management, Product Feedback

QA & Support Operations: Pre-production Testing, QA Validation, Defect/Risk Identification, Incident Management, Problem Management, Root Cause Analysis, SLA/KPI/CSAT, Major Incident Escalation

Knowledge & Automation: KCS, KDE, AI Service Desk/GenAI Readiness, Knowledge Quality, Self-Service Enablement, Batch/Shell Scripting, Python Scripting/Automation (Intermediate), Process Improvement

Technical: Windows, macOS, Android, iOS, IT Hardware Support and Troubleshooting, Oracle Endpoint Management Platform, VMware Workspace ONE, Endpoint Device Management, Microsoft Intune Company Portal, Entra ID, BitLocker, Endpoint Security, McAfee/Trellix, Cybereason, CrowdStrike, Bitdefender

Tools: Jira Service Management, Confluence, ServiceNow, Slack, Microsoft Teams, Microsoft 365, Zoom

PROFESSIONAL EXPERIENCE

Support Product Manager

Oracle Romania | Bucharest, Romania | Apr 2025 – Present

Responsible for ensuring that new products and services are fully ready to be supported before they go live — coordinating teams across Product, Engineering and Support to align documentation, training, processes and operational requirements. Managed the end-to-end launch readiness process for new services entering Support, tracking milestones, risks and ownership accountability while providing regular status updates to senior leadership.

Team Lead, EMEA IT Support

Oracle Romania | Bucharest, Romania | Jan 2023 – Jan 2025

Led IT support operations, managing a global team of 100+ engineers with 24/7 coverage, workload distribution, performance tracking and service quality compliance.

Senior IT Support Engineer

Oracle Romania | Bucharest, Romania | Sep 2023 – Apr 2025

Provided advanced technical support for Endpoint devices and software in all environments, acting as the internal go-to specialist for complex device management and security issues. Worked directly with Engineering teams to resolve critical incidents and share real-world feedback that led to product improvements.

IT Support Engineer

Oracle Romania | Bucharest, Romania | Aug 2021 – Sep 2023

Provided frontline and second-level IT support to Oracle employees globally, handling incident resolution, escalations and ticket documentation.

Premium Services Delivery Engineer (24/7)

Bitdefender | Bucharest, Romania | Oct 2019 – Aug 2021

Delivered premium remote IT support to business customers worldwide, covering software setup, configuration, security and troubleshooting across Windows, Mac and mobile.

Engineer

PCZONE Online Distributie SRL | Bucharest, Romania | Jan 2014 – Oct 2019

Performed technical maintenance and repair of IT equipment, managed repair workflows and provided customer support for hardware and software issues.

IT Technician

Taurus Group SRL | Bucharest, Romania | Feb 2010 – Jan 2014

Maintained internal IT infrastructure and company network, ensuring system stability.

CERTIFICATIONS, TRAINING & AWARDS

- Oracle AI Database SQL Certified Associate - July 2026 | [Verify credential](#)
- Oracle Fusion AI Agent Studio Foundations Associate - Rel 1 - May 2026 | [Verify credential](#)
- Oracle Cloud Infrastructure 2025 Certified AI Foundations Associate - May 2025 | [Verify credential](#)
- Oracle Cloud Infrastructure 2025 Certified Foundations Associate - May 2025 | [Verify credential](#)
- Oracle Summit Award for FY26 - July 2026
- Cisco IT Essentials - Cisco Networking Academy, July 2020
- Information Security Awareness Training - Bitdefender, Sep 2020
- Optimization with IBM ILOG OPL Workshop - IBM Linux Competency Center, 2014

EDUCATION

- Master's Degree, Automatic Control & Industrial Informatics - Faculty of Automatic Control and Computer Science, University POLITEHNICA of Bucharest | Completed July 2014 | 120 ECTS credits
- Bachelor's Degree, Economic-Industrial Engineering - Ecological University of Bucharest | Completed July 2012 | 240 ECTS credits

ADDITIONAL INFORMATION

- Languages: Romanian - Native; English - C2 / Fluent
- Driving licence: AM, A1, A2, A, B1, B; valid until 07 Oct 2034