



Valentin Albu

Bucharest, Romania albuvalentin@gmail.com +40720160618 LinkedIn Profile

Profile

Experienced Product Owner and QA/UX Specialist with over 10 years of combined experience in software development, customer success, and digital product management. Skilled in coordinating cross-functional teams, optimizing user experiences, and ensuring product quality through structured QA processes and clear documentation. Adept at translating business goals into actionable tasks and delivering intuitive, user-centered solutions. Passionate about technology, design, and continuous improvement.

Education

Bachelor's Degree in AgroFood and Environmental Economics, *The Academy of Economical Studies* 10.2004 – 02.2009 | Bucharest, Romania

Skills

Product & Project Management	Quality Assurance & UX	Design & Content	Tools & Platforms
Agile/Scrum methodologies, Product Roadmapping, User Story Writing, Task Prioritization, Cross-functional Team Coordination	Test Case Writing, Bug Reporting, Manual Testing, UX Audit, Workflow Optimization, User Journey Mapping, UI Wireframing	Adobe Illustrator, Adobe Photoshop, Branding, Copywriting & Proofreading, Content Writing, WordPress (Elementor, WP Bakery)	Jira, Trello, Slack, Miro, MongoDB, GitHub, Google Workspace, Microsoft 365, Zendesk, Salesforce

Languages

Romanian	● ● ● ● ●	English	● ● ● ● ●
Italian	● ● ● ● ●	French	● ● ● ● ●

Professional Experience

QA/QC & UX Audit (project-based), *Zoomies AI* 08.2025 – 09.2025 | Bucharest, Romania
Quality Assurance & Control

- Designed and implemented structured Test Plans, ensuring full feature coverage.
 - Manual testing performed on multiple builds as per Test Plan on iOS and Android physical devices
- UX Audit*
- Thoroughly analyzed initial features & workflows, and wrote suggestions for optimizing, streamlining, and adding to said features & workflows

PO/PM, GO PLAY Investment / Playerfy

07.2023 – 10.2025 | Bucharest, Romania

Product Owner/Project Manager:

- Implemented Agile/Scrum methodology within the organization, leading team meetings, task estimations and prioritization;
- Led the QC team, and the bug reporting process;
- Coordinated Social Media efforts through periodic Communication Plans and using Trello for tracking scheduled posts;
- Coordinated teams of volunteers involved in organizing sports events and competition taking place through the app.

BA & QA/QC:

- Wrote a complete and comprehensive Test Plan for the app, organizing test cases in a succession focused on minimizing QC effort, and on increasing agility;
- Participated in the QA/QC process, adding test cases corresponding to new features being deployed, re-testing findings received from QC team and reporting confirmed issues to the dev team.

UX/UI:

- Writing user journeys for UX optimization & user stories for new feature design & implementation;
- Designing new UI elements for app enhancements & new features;
- Created designs for developing the *Competitions Module* added to the app.

Graphic Design & Content Management:

- Creating static visuals for Social Media posts;
- Proofreading for presentations, website copy and pitch decks;
- Writing briefs for web and graphic design tasks being outsourced;
- Designed App Icon & Logo, wrote Branding Standard Manual;
- Coordinated the design process for several Pitch Deck presentations addressing company investment or event sponsorship opportunities.

Event Planning:

- Played a key role in organizing *Liga Liceelor Playerfy*, taking on multiple *event planner* roles throughout the 2024 and 2025 editions of the competition;
- Managed team of volunteers involved in organizing these first 2 editions of the *Liga Liceelor Playerfy* competition;
- Coordinated team of stewards to make sure crowd control is performed at a high standard of safety and security, carefully planning opposing fans' entrance and seating within the sports arena hosting the *Liga Liceelor* competition;
- Assisting 3rd party event planners with using Playerfy for organizing and tracking their competitions.

Social Media & Ads:

- Synchronized the company vision with the Social Media & Meta+Google Ads agencies outsourced for growing communities engaged through our *Playerfy App* & *Liga Liceelor* accounts (Facebook, Instagram, TikTok, LinkedIn);
- Leading periodic meetings for planning and review;
- Writing Communication Plans for the Social Media agency;
- Analyzing performance & analytics data to provide reports for stakeholders.

Technical Support Engineer, 8x8 

01.2023 – 06.2023

- Providing technical support for the array of VoIP software products and corresponding hardware devices to B2B customers via incoming calls and chats requesting technical support;
- Following up on ongoing cases to make sure the reported issue has been addressed in a timely manner;
- Thoroughly logging each interaction by creating new cases or updating existing ones using Sales Force CRM

Project Manager (project-based), WeDance Events 

02.2020 – 07.2020 | Bucharest, Romania

- Implemented technical solution for online ticket sales on several event/festival websites;
- Provided technical support after implementing the ticketing solution;
- Created content and updated websites presenting festivals and events;
- Copy-writing and Proofreading press releases and content for social media.

Software Support Specialist, SellerEngine Software [🔗](#)

12.2011 – 10.2022 | Bucharest, Romania

Customer Support:

- Provided Customer Care via emails and scheduled calls for the various software products developed by the company;
- Offered Technical Support and Troubleshooting through scheduled calls and remote access;
- User Story writing for new feature requests & reporting issues signaled by customers.

QA:

- Writing Test Cases and compile them in Test Plans for internal and external software developed by the company;
- Reporting bugs found, establishing bug severity for prioritization;
- Writing feature requests and workflow improvements discovered during manual testing.

Software Trainer:

- Proofread, Reviewed, and Restructured existing software documentation based on accumulated experience as Technical Support Specialist & QA Tester;
- Wrote On-boarding & Support Copy for landing pages and user-facing documentation;
- Held Demo and Training calls for new clients;
- Attended specialized conferences representing the company and presenting its software products in front of audiences of +200 people.

UX/UI Designer:

- Researched and tracked competition's software products and their development;
- Recorded, analyzed, and synthesized feedback provided by new and long standing customers;
- User Journey mapping;
- Wrote workflow improvements based on feedback analysis;
- Designed interactive, high fidelity mock-ups for user interface changes, new features, and new software & apps.

Customer Support Specialist & SME, SanDisk [🔗](#)

02.2009 – 09.2011 | Bucharest, Romania

- Answering incoming calls and replying to emails from customers, providing needed information, troubleshooting, and evaluating replacement requests;
- Log each incoming call/email/chat in the CRM platform;
- Improving internal workflows and procedures;
- Identifying new recurring issues and contributing to the Troubleshooting Knowledge-base and internal documentation.