

DANIEL EMANUEL ANINOIU

Head of Operations | Customer Care, Collections & Multi-Departmental Leadership

Craiova, Romania · daniel@aninoiu.ro · +40 740 576 211 · Dual Canadian-Romanian Citizen · Open to Relocation — Ghana

PROFILE

Senior operations leader with over 15 years of progressive experience across government, industry, and international environments, including 5+ years in senior management roles with direct accountability for large teams, service standards, and operational performance. As Deputy Director within the Government of Quebec, led operations across multiple ministries with responsibility for 400+ staff; as Director of Human Resources at Electroputere Craiova, led people operations for a workforce of over 3,000. Seven years managing complex, high-volume client cases for the Government of Canada, applying the same discipline of defining and driving service metrics — resolution rates, satisfaction, and turnaround times — central to transforming a customer care and collections function. Strong financial acumen from operational leadership roles requiring budget oversight, cost control, and reporting to senior stakeholders. Fluent in French, English, and Romanian with working Italian and German, and direct experience living and working in Africa (Kenya), bringing genuine cross-cultural readiness for a Ghana-based leadership role.

CORE STRENGTHS FOR OPERATIONS LEADERSHIP

- ◆ Multi-Departmental & Cross-Functional Leadership
- ◆ Large Team Leadership (3,000+ Staff)
- ◆ Budget Oversight, Cost Control & Reporting
- ◆ Operational Risk Assessment & Mitigation
- ◆ Change Management & Continuous Improvement
- ◆ Customer Care & Case Resolution at Scale
- ◆ Service Standard Transformation & Capability Building
- ◆ CRM & Case Management Systems (Zendesk, Salesforce)
- ◆ Stakeholder & Vendor Relationship Management
- ◆ Cross-Cultural Leadership — Experience Living in Africa

RELEVANT EXPERIENCE

Deputy Director & Senior Government Advisor 2012 – 2017

Government of Quebec — Multiple Ministries · Montreal, Canada

- Led operations as Deputy Director, Établissement de Bordeaux, with direct accountability for a workforce of 400+ staff across a complex, multi-stakeholder environment.
- Held responsibility for operational budgets and resourcing decisions, requiring rigorous cost control and regular reporting to senior government leadership.
- Drove cross-functional coordination across multiple ministries, defining service standards and holding teams accountable to them at an institutional level.
- Led change management initiatives within a highly regulated environment, requiring discretion, consistency, and continuous process improvement.

Senior Advisor — Decision Agent (Client Case Management) Sept 2017 – Apr 2024

Government of Canada — Service Canada · Montreal, Canada

- Managed a high-volume caseload of client files from first contact through resolution, using structured case-management and ticketing systems including Zendesk — the same discipline of defining and driving resolution rates and satisfaction metrics central to a customer care transformation.
- Delivered consistently high standards of client interaction within a demanding regulatory framework, identifying and closing gaps in service delivery and escalation handling.

Director of Human Resources 2003 – 2004

Electroputere Craiova · Craiova, Romania

- Led all people operations for a workforce of over 3,000 employees — recruitment, welfare, development, performance, and organisational culture at institutional scale.
- Designed and implemented service and process frameworks that balanced institutional rigour with a human-centred approach, directly applicable to building a high-performing, customer-first care function.

- Managed international business delegations end-to-end — logistics, protocol, and stakeholder relationships — and maintained relationships with union representatives, government bodies, and external institutional partners, requiring strong vendor and stakeholder negotiation skills.

Regional Sales Manager

1998 – 2003

Kraft Foods Romania · Romania

- Managed a portfolio of over 200 B2B client relationships across five counties using CRM tools, with direct accountability for client satisfaction, retention, and performance against commercial targets.

LANGUAGES

French	Romanian	English	Italian	German
Native	Native	Fluent	Intermediate	Working

EDUCATION

Master's Programme in Education (60 credits) — UQAM, Montreal · 2010 – 2012

Bachelor's Degree (Licence) in Mathematics and Computer Science — 5-year programme — University of Craiova · 1990 – 1995

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