

Name:	Natalia Golubev														
Role in Contract Implementation:	Business Analyst														
Nationality:	MD														
Contact information:	E-mail: natali@urgenta.md, Phone number: (+373) 78 301 710 Address: Chisinau, Moldova														
Countries of Relevant Work Experience:	<table border="1"> <thead> <tr> <th>Country</th><th>Dates</th></tr> </thead> <tbody> <tr> <td>Moldova</td><td>1977 - present</td></tr> <tr> <td> </td><td> </td></tr> </tbody> </table> Name of present Employer: Galex Studio Years with present Employer: 7 years			Country	Dates	Moldova	1977 - present								
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Language Skills:	<table border="1"> <thead> <tr> <th>Language</th><th>Reading*</th><th>Speaking*</th><th>Writing*</th></tr> </thead> <tbody> <tr> <td>Romanian</td><td colspan="3">Native language</td></tr> <tr> <td>Russian</td><td colspan="3">Native language</td></tr> </tbody> </table> <i>*(1 – excellent; 5 – basic)</i>			Language	Reading*	Speaking*	Writing*	Romanian	Native language			Russian	Native language		
Language	Reading*	Speaking*	Writing*												
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Education and other Qualifications:	Education: <table border="1"> <thead> <tr> <th>Institution</th><th>Degree(s) or Diploma(s) obtained</th></tr> </thead> <tbody> <tr> <td>1977 - 1982, Polytech Institution of Chisinau</td><td>Electrophysic. Specialty. Automatic and Telemechanic</td></tr> </tbody> </table> Technical Skills: Operating Systems Windows (2003-2012, XP, 7,8,10), Linux Software Testing Selenium, WCAT, HP/Mercury: QuickTest Pro 8.x, 9.x, CMS WP, Magento Database MSSQL, MySQL Tools Visual Studio 2015, MS SQL Management Studio 2000-2014. Version Control Tortoise SVN. Git, TFS Productivity Tools MS Office, Adobe Acrobat, Photoshop, MS Project			Institution	Degree(s) or Diploma(s) obtained	1977 - 1982, Polytech Institution of Chisinau	Electrophysic. Specialty. Automatic and Telemechanic								
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Summary of Experience: Extensive experience in analyzing business needs and transforming them into functional IT solutions in the healthcare sector. Skilled in gathering and documenting requirements, preparing technical specifications, and coordinating the implementation of medical information systems. Strong background in aligning stakeholder needs with system capabilities, ensuring smooth integration of hospital-wide IT platforms, and supporting digital transformation projects. Experienced in training and supporting end-users, facilitating communication between medical staff, management, and technical teams to ensure successful adoption of new systems.															
Relevant Experience (From most recent):															
Period: From – To	Name of activity/ Project/	Job Title and Activities undertaken/Description of actual													

	funding organisation, if applicable:	role performed:
2018 - Present	Implementation of the "IMU Medproject" within IMSP IMU	As Head of the Information Technologies and Communications Service at the Institute of Emergency Medicine, I led the strategic planning and execution of the IMU Medproject, a large-scale medical information system tailored for emergency healthcare services. My responsibilities included: • Business Analysis & Requirements Management: Conducted in-depth analysis of medical, administrative, and operational processes within the institute to define functional and non-functional requirements. Facilitated workshops and consultations with doctors, nurses, and administrative staff to ensure system requirements reflected real clinical workflows. • Technical Documentation & Specifications: Authored detailed technical specifications and business requirements documentation, providing a clear foundation for software architects and developers. Ensured compliance with healthcare regulations and interoperability standards. • Project Leadership & Coordination: Coordinated cross-functional teams, including internal IT specialists, external vendors, and medical staff. Managed timelines, priorities, and resources to align project delivery with institutional objectives. • Implementation & Integration: Oversaw system development, customization, and integration with existing hospital platforms (including laboratory, imaging, and patient record systems). Supervised data migration and ensured system security and reliability. • Testing & Quality Assurance: Defined acceptance criteria, coordinated user acceptance testing (UAT), and ensured that the system met both technical standards and user expectations. • Training & Change Management: Organized and supervised training programs for medical and administrative staff to ensure smooth adoption of the system. Provided continuous support during rollout to reduce resistance to change. • Monitoring & Continuous Improvement: Implemented mechanisms for ongoing system evaluation and feedback collection from end-users, ensuring that the solution evolves in line with emerging institutional needs.
2014 – present	Development and implementation - custom applications for IMSP IMU	Business analysis Collected user requirements from multiple departments. Defined functional specifications for new modules and

	operations	features. Coordinated development and ensured applications were integrated into existing workflows.
<i>2022 – present</i>	Participation in the assessment and expertise of the Primary Medical Assistance (SI AMP) Information System	Business analysis Conducted requirements analysis and system evaluation. Reviewed existing processes and identified areas for improvement. Provided recommendations to ensure the system met national healthcare standards
<i>2016 - 2020</i>	Implementation of hospital information system on the “HIPOCRATE” platform	Business analysis Gathered and documented hospital-specific requirements. Liaised between medical staff and developers to adapt the platform for hospital workflows. Monitored the implementation process, validating system functionality and data accuracy.
<i>2014 – 2016</i>	Elaboration and implementation of the Information System for Medical Assistance Service 903	Business analysis Analyzed the workflows and requirements of medical assistance services. Prepared functional specifications and coordinated system design with IT teams. Oversaw implementation, testing, and deployment to ensure compliance with operational needs.