

CURRICULUM VITAE (CV)

- 1. Name of expert:** Nona Gorgos
- 2. Proposed Position:** Senior IT Consultant
- 3. Employer:** OMEGA TRUST SRL
- 4. Date of Birth:** 28.03.1983 **Nationality:** Romanian

5. Education

<u>School, college and/or University Attended</u>	<u>Degree/certificate or other specialized education obtained</u>	<u>Date Obtained</u>
<u>Titu Maiorescu University – Bucharest</u>	<u>Bachelor’s Degree in Law</u>	<u>2005</u>

6. Professional Certification or Membership in Professional Associations:

- ISO 27001:2022 Lead Auditor
- IT Service Management System Manager according to ISO / IEC 20000-1
- IT Service Management System Auditor according to ISO / IEC 20000 (APMG)
- ITIL Foundation Certificate in IT Service Management
- Quality Management Systems Manager according to ISO 9001
- Quality Management Systems Internal Auditor according to ISO 9001: 2008
- Quality Management Systems Internal Auditor according to ISO 9001: 2015
- Scrum Fundamentals Certified (SFC)
- Six Sigma Yellow Belt
- Process Auditor according to VDA 6.3

8. Countries of Work Experience: Republic of Moldova, Romania, Switzerland.

9. Languages

Romanian – Good in speaking, reading, and writing (native)

English - Good in speaking, reading, and writing

10. Employment Record

From: 2018 To: present

Employer: Omega Trust SRL

Country: Romania

Positions held: Senior Consultant

Responsibilities

- Carrying out business requirements analysis activities
- Development and implementation of crisis and business continuity management documentation;
- consultancy for the development of documentation for the acquisition of IT solutions from various industries, including at the public and governmental level
- Implementation of Quality Management System (QMS) according to the ISO 9001 standard;
- Review of ICT Systems;
- Evaluation of IT networks;
- Review database management practices for optimization, security, and support of operations;
- Evaluate the Beneficiary's development of current and future IT infrastructure needs
- Identify inefficiencies or gaps
- Audit the visions and identify gaps in current capacity planning and hardware resourcing strategies
- Suggest improvements for enhancing agility, efficiency, and responsiveness
- Review of the back-up planning strategies;
- Implementation of Information Security Management Systems (ISMS) according to the ISO 27001 standard;
- Maintenance and improvement of Service Management System (SMS) according to ISO 20000-1 and ITIL framework;
- Maintenance and improvement of other management systems according to ISO 14001, SA 8000, OHSAS 18001 standards;
- Implementation of software development and support processes according to CMMI Dev.;
- Consultancy on national / international standards and internal regulations and procedures;
- Internal audits according to various ISO standards;
- Supplier audits according to various ISO standards;
- Process and methodologies training;
- Consultancy in GDPR implementation.

From: 2017 To 2018

Employer: Harman International, Bucharest (Romania)

Positions held: Process Engineer

Responsibilities:

- Manage process quality;
- Track record of successful software process development and improvement;
- Report non-compliance with defined process;
- Ensure that processes are carried out through all phases of the Software Development Lifecycle;
- Cooperate with departments in elaboration, introduction and facilitation of new processes and practices in context of various delivery streams;
- Delivering process and methodology training;

From: 2016 To 2017

Employer: Teamnet International, Bucharest (Romania)

Positions held: Quality Assurance Team Lead

Responsibilities:

- Coordinate the Quality Assurance team (planning and task allocation, performance evaluation, monitoring KPIs, recruiting, training);
- Consultancy on national/international standards and regulations and internal procedures;
- Request and lead process improvement initiatives and support process owners when process changes are planned;
- Maintain and update the management systems' documentation and internal procedures (QMS);
- Coordinate the activities regarding the implementation, maintenance and improvement of the company's national and international certifications, including external audits (ISO 9001, ISO 27001, ISO 20000, ISO 14000, SA 8000, OHSAS 18001);
- Lead auditor role for internal audits on processes and international standards (planning, resource assignment, conduct interviews, verify evidence, identify nonconformities and improvement opportunities, track actions to closure, report audit findings);
- Monitor and report on the performance and efficiency of the company's processes and projects.

From: 2014 To 2016

Employer: Teamnet International, Bucharest (Romania)

Positions held: Quality Audit Coordinator

Responsibilities:

- Consultancy on national/international standards and regulations and internal procedures;
- Request and lead process improvement initiatives and support process owners when process changes are planned;

- Maintain and update the management systems' documentation and internal procedures (QMS);
- Lead auditor role for internal audits on processes and international standards (planning, resource assignment, conduct interviews, verify evidence, identify nonconformities and improvement opportunities, track actions to closure, report audit findings);
- Coordinate the activities regarding the implementation, maintenance and improvement of the company's national and international certifications, including external audits (ISO 9001, ISO 27001, ISO 20000, ISO 14000, SA 8000, OHSAS 18001);
- Participate in the implementation of CMMI Dev. v1.3 (consultancy for projects, process & procedures redesign, SCAMPI-type verification audits, coordinate processes training).

From: 2011 To 2014

Employer: Stefanini EMEA, Bucharest (Romania)

Positions held: Team Leader

Responsibilities:

- Support the technicians to ensure the highest standard of customer service in accordance with company values and Service Level Agreements (SLA);
- Run day-to-day business and floor management; Track, analyze and report project metrics;
- Ensure internal communication within the team, through team meetings, one to ones;
- Ensure planning, schedules, breaks, code of conduct etc. are respected by team members;
- Coach and mentor team members;
- Performance evaluation and employee development;
- SPOC for client queries and issues;
- Identify and implement process improvement initiatives

From: 2010 To 2011

Employer: Stefanini EMEA, Bucharest (Romania)

Positions held: Account Liaison/ Project Manager

Responsibilities:

- Build and maintain relationships between the subcontractor, company, and client and ensure quality objectives are met;
- Drive business process improvements and recommend and implement changes to operational processes and practices;
- SPOC for quality/technical issues or other concerns from the client;

- Track, analyze and report project metrics;
- Conduct Joint Management (client) meetings and project meetings and provide data used in preparation of weekly and monthly reporting;
- Respond to contractual deliverables;
- On call support/outage management

From: 2007 To 2010

Employer: Stefanini EMEA, Bucharest (Romania)

Positions held: Quality Specialist (BPO & ITO Projects)

Responsibilities:

- Conduct call and ticket monitoring and offer feedback to the agents;
- Customer complaints analysis, including feedback to the agents, and design and implement quality action plans;
- Provide soft skills and technical training to the agents;
- Coach and mentor team members;
- SPOC for the agents on difficult issues, handle very difficult calls/customers;
- Maintain constant contact with the client regarding SLAs, quality status and training;
- Supervise the quality specialists team (task planning, resource allocation, coaching, training);
- Maintain and update the project's knowledge base;
- Track, analyze and report project metrics.

Adequacy for the Assignment:

Reference to Prior Work/Assignments
<p>Nona has been involved in a large number of similar projects, such as:</p> <ul style="list-style-type: none"> • Integrated Case Management System (ICMS) quality analysis services from governance, functional, security, technological, data and usage perspectives for the Ministry of Justice, Republic of Moldova (World Bank Project); • e-Integrity system quality analysis services from governance, functional, security, technological, data and usage perspectives for the National Integrity Authority, Republic of Moldova (World Bank Project);

- Consulting services to develop standards and procedures related to cyber security for Government Private Cloud Computing Platform and IT Management of the Government IT Infrastructure for **E-government Center of the Republic of Moldova, Chisinau;**
- Consulting services for implementing the ISMS and QMS according to ISO 27001 and ISO 9001 standards for **E-government Center of the Republic of Moldova, Chisinau;**
- Carrying out feasibility studies for all projects managed by the IT Department, including a component of performing a cost-benefit calculation based on a cost-benefit analysis study in internal and inter-institutional context, within the project of consulting services related to ISO 27001 and ISO 20000 standards for **Agency for the Financing of Rural Investments (AFIR);**
- Consulting and assistance services in the analysis of existing IT systems, including the development of IT operational procedures for recertification according to ISO 27001 for **DocProcess - 4 projects;**
- Consulting and assistance services in the analysis of existing IT systems, including the development of IT operational procedures for recertification according to ISO 27001, for **Arnia Software;**
- Consulting services for the recertifications of ISO 27001, ISO 9001, ISO 14001 and ISO 45001 standards, for **Total Soft SA (3 projects);**
- Consulting services for enhancing the ISMS to the 2013 version of the ISO 27001 standard, including the development of IT operational procedures and development of the BCMS improvement plan for **Huawei Technologies Switzerland;**
- Consulting services for assessment risks and defining controls for suppliers for **Huawei Technologies Switzerland;**
- Consulting services for monitoring and preparing the ISMS for the certification audit, including including the development of IT operational procedures and development of the BCMS improvement plan for **Huawei Technologies Switzerland - 2 different projects**
- Consulting services for the implementation of the ISMS, including the development of IT operational procedures and development of the BCMS improvement plan for **Huawei Technologies Switzerland;**

More than 200 other similar projects.

Date: 28.06.2024



CERTIFICAT

Nr. 16761 / 27.09.2023

Doamna NONA - CORINA GORGOS

a absolvit cursul

Lead Auditor

sistem de management al securității informației

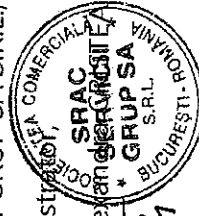
conform ISO/IEC 27001:2022, ISO 19011:2018 și ISO /IEC 27007:2022

organizat în perioada 18 - 22 septembrie 2023

SRAC SERVICII GRUP SA S.R.L.,

Administrație

ing. Mihaela - Alex



tel.: +40-21-313 63 35
fax: +40-21-313 23 80
srac.grup@srac.ro

www.sracserviciigrup.ro



SRAC SERVICII GRUP SA

COMPETENȚE PROFESIONALE DOBÂNDITE

- Elaborarea informațiilor documentate aferente SMSI
- Planificarea, implementarea, analiza și monitorizarea sistemelor de management ale securității informației
- Identificarea, evaluarea și tratarea riscului securității informației
- Evaluarea eficacității SMSI și a măsurilor de securitate și înțelegerea cerințelor standardului ISO 27001:2022 și ISO 27007:2022 din punct de vedere al aspectelor ce vor fi urmărite de auditori;
- Dezvoltarea expertizei inclusiv pentru a adăuga valoare procesului de audit și înțelegerea cerințelor standardului ISO 19011:2018;
- Pregătirea pentru audituri de primă, secundă sau terță parte asociate cu SMSI-ul organizației;
- Gândirea bazată pe risc transpusă în programarea, planificarea și efectuarea auditurilor;
- Managementul programului de audit; principii de auditare;
- Planificarea și efectuarea auditului având în vedere riscurile și necesitățile utilizatorilor/beneficiarilor rezultatelor auditurilor;
- Monitorizarea performanței auditului și a aplicării programului de audit;
- Îmbunătățirea continuă a programului de audit și a procesului de audit;
- Efectuarea auditului și raportarea lui orientat pe valoare adăugată pentru performanța organizației;
- Evaluarea conformității și a eficacității sistemului de management al securității informației.



APMG International

THIS IS TO CERTIFY THAT

Nona Corina Gorgos

HAS PASSED THE

**ISO/IEC 20000™
Auditor Examination**

EFFECTIVE DATE

26 May 2016

REGISTRATION NUMBER

2000407360

CERTIFICATE NUMBER

04021159-01-X130



**Nick Houlton
Chief Operating Officer**



Ministerul Muncii și
Solidarității Sociale

ROMANIA

Ministerul Educației

Seria S Nr. 0143474

TS



**CERTIFICAT
DE ABSOLVIRE
GORGOS C. NONA-CORINA**

D-/D-na
CNP. 2.8.3.0.3.2.8.2.2.6.7.0.2 născut(a) în anul 1983, luna MARTIE, ziua 28
în localitatea MUN. IASI, județul/sectorul IASI
fiul/fiica lui CATALIN și al (a) MARIA a participat în
perioada 07.09.2023-07.11.2023 la programul de specializare cu durată de 240 ore,
pentru ocupația MANAGER PROIECT
cod COR 242101 organizat de S.C. ALMA VISION S.R.L.

cu sediul în localitatea BUCUREȘTI, județul SECTORUL 3
înmatriculat în Registrul național al furnizorilor de formare profesională a adulților cu
nr. 40/4125 / 27.06.2023 și a promovat examenul de absolvire în anul 2023
luna NOIEMBRIE, ziua 7, cu nota 10 (ZECE)

Prezentul certificat se eliberează în conformitate cu prevederile Ordonanței Guvernului nr. 129/2000 privind formarea profesională a adulților, republicată, cu modificările și completările ulterioare, și este însoțit de suplimentul descriptiv al certificatului.

DIRECTOR

Secretar

PREȘEDINTE

ALMA VISION S.R.L.

Data eliberării, anul 2024, luna 01, ziua 25

Acceptance Report

The present Report was completed for the reception of the services provided by OMEGA TRUST S.R.L. between May - June 2022 for the Beneficiary World Bank.

The present Report confirms the provision of *Consulting services for e-Integrity information system Quality Assessment*.

The team of experts within Omega Trust consisted of:

- *Cosmin Macaneata - Project Manager;*
- *Dan Sora - Team Leader;*
- *Ionut Georgescu - Cybersecurity Expert;*
- *Vlad Nita - IT Audit Expert;*
- *Nona Gorgos - IT Expert;*
- *Dragos Dragan - Quality Tester.*

The beneficiary ascertains and notes that the services were provided in compliance with the requirements stipulated in the contract no. 7204719.

Beneficiary
WB Task Team Leader
Constantin Rusu



Provider
OMEGA TRUST SRL
Cosmin Macaneata



Acceptance Report

The present Report was completed for the reception of the services provided by OMEGA TRUST S.R.L. between May - June 2022 for the Beneficiary World Bank.

The present Report confirms the provision of **Consulting services for Integrated Case Management System (ICMS) - Quality Assessment.**

The team of experts within Omega Trust consisted of:

- **Cosmin Macaneata – Project Manager;**
- **Dan Sora – Team Leader;**
- **Ionut Georgescu – Cybersecurity Expert;**
- **Vlad Nita – IT Audit Expert;**
- **Nona Gorgos – IT Expert;**
- **Dragos Dragan – Quality Tester.**

The beneficiary ascertains and notes that the services were provided in compliance with the requirements stipulated in the contract no. 7204719.

Beneficiary
WB Task Team Leader
Constantin Rusu

Constantin A. Rusu

Provider
OMEGA TRUST SRL
Cosmin Macaneata

Cosmin Macaneata

PROCES-VERBAL DE ACCEPTANTA

Incheiat in vederea receptiei serviciilor prestate de catre **OMEGA Trust S.R.L.** in perioada Mai – Iunie 2022 pentru **Total Soft S.A.**

Prin prezentul Proces-Verbal se confirma prestarea **Serviciilor de asistenta in cadrul auditului de supraveghere a Sistemului de Management Integrat in conformitate cu standardele ISO 27001, 9001, 14001, 45001.**

Beneficiarul constata si consemneaza ca serviciile care au facut obiectul contractului au fost prestate cu respectarea cerintelor prevazute in contract.

Serviciile au inclus urmatoarele activitati:

- Suport pentru obtinerea recertificarii standardului ISO/IEC 27001;
- Suport pentru obtinerea recertificarii standardului ISO 9001;
- Suport pentru obtinerea recertificarii standardului ISO 14001;
- Suport pentru obtinerea recertificarii standardului ISO 45001;
- Audit intern pentru standardele ISO 27001, 9001, 14001, 45001.

Echipa de experti din cadrul Omega Trust, a fost formata din:

- **Nona Gorgos - Consultant Senior SMSI;**
- **Dan Sora – Consultant Senior SMSI;**
- **Nicu Doicov - Consultant SMSI.**

Beneficiarul constata si consemneaza ca serviciile au fost prestate conform cerintelor prevazute in contractul nr. 4028/12.05.2022.

Beneficiar

Total Soft S.A.

Director SOD & Bizz

Holger Messingfeld

MESSINGFELD HOLGER
2022.08.25 18:40:58 +03'00'

Prestator

OMEGA TRUST SRL

Director General

Cosmin Macaneata

**COSMIN-
MATEI
MACANEATA**

Digitally signed by COSMIN-MATEI
MACANEATA
DN: cn=COSMIN-MATEI MACANEATA,
sn=MACANEATA, givenName=COSMIN-
MATEI, serialNumber=201104209GAM11,
email=cosmin.macaneata@omega-
trust.ro, o=OMEGA TRUST SRL,
c=RO, st=BUCURESTI SECTORUL 2, s=BUCURESTI
c=RO, hb=ADMINISTRATOR
Date: 2022.08.26 12:06:08 +03'00'

Registration number OMEGA Trust SRL 4741/27.06.2023

ACCEPTANCE REPORT

The present Report was completed for the reception of the services provided by **OMEGA TRUST S.R.L.** between April – June 2023 for the Beneficiary **Total Soft S.A.**

The present Report confirms the provision of *Assistance Services in the supervision audit of the Integrated Management System in accordance with ISO 27001, 9001, 14001, 45001 standards.*

The services included the following activities:

- Support for obtaining the recertification of the ISO / IEC 27001 standard;
- Support for obtaining the recertification of the ISO 9001 standard;
- Support for obtaining the recertification of the ISO 14001 standard;
- Support for obtaining the recertification of the ISO 45001 standard;
- Internal audit for ISO 27001, 9001, 14001, 45001 standards.

The team of experts within Omega Trust consisted of:

- Cosmin Macaneata – Lead Consultant
- Nona Gorgos – Senior Consultant SMSI;
- Dan Sora –Senior Consultant SMSI;
- Nicu Doicov – Consultant SMSI.

The beneficiary ascertains and notes that the services were provided in compliance with the requirements stipulated in the contract no. 4438/18.01.2023.

Beneficiary
Total Soft S.A

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MESSINGFELD HOLGER
Date: 2023.07.06 12:22:26
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Provider
OMEGA TRUST SRL

Managing Partner
Cosmin Macaneata

**COSMIN-
MATEI
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ATA**

Digitally signed by COSMIN-
MATEI MACANEATA
DN: cn=COSMIN-MATEI
MACANEATA, sn=MACANEATA,
givenName=COSMIN-MATEI,
serialNumber=201104209CMM1
1,
email=cosmin.macaneata@ome
ga-trust.ro, l=BUCURESTI,
SECTORUL 2, st=BUCURESTI,
c=RO
Date: 2023.07.06 16:05:03
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ACCEPTANCE REPORT

The present Report has been concluded for the reception of the services provided by OMEGA TRUST S.R.L. between September 23, 2021 - May 12, 2022 for TELCOR COMMUNICATION SRL

The present Report confirms the provision of *Services for the implementation of the Information Security Management System according to the requirements of the ISO 27001: 2013 standard.*

The team of experts within Omega Trust consisted of:

- **Cosmin Macaneata – Project Manager;**
- **Nona Gorgos – Consultant Senior;**
- **Dan Sora – Consultant Senior SMSI.**

The Beneficiary ascertains and records that the services were provided according to the requirements provided in contract no 3599/01.09.2021

Beneficiary

TELCOR COMMUNICATION SRL

Valentin Militaru



Provider

OMEGA TRUST SRL

Cosmin Macaneata

A large, stylized handwritten signature in black ink, corresponding to the name Cosmin Macaneata.

ACCEPTANCE REPORT

The present Report was completed for the reception of the services provided by **OMEGA TRUST S.R.L.** between June – July 2021 for the Beneficiary **Docprocess S.A.**

The present Report confirms the provision of ***IT consulting services for the revision of the Information Security Management System in accordance with the ISO 27001: 2013 standard that will be audited by a certification body.***

The services included the following activities:

- Stage 1 - Analysis of the current stage of SMSI
- Stage 2 - Risk assessment
- Stage 3 - Reviewing and updating the documentation.
- Stage 4 - Implementation of controls and collection of records
- Stage 5 - Support during the audit
- Stage 6 - Post-audit support.

The team of experts within Omega Trust consisted of:

- ***Cosmin Macaneata – Project Manager;***
- ***Dan Sora –Senior Consultant SMSI;***
- ***Nona Gorgos - Senior Consultant SMSI.***

The beneficiary ascertains and notes that the services were provided in compliance with the requirements stipulated in the contract no 3503/02.06.2021.

Beneficiary

Docprocess S.A.

Administator

Liviu Apolozan



Provider

OMEGA TRUST SRL

Managing Partner

Cosmin Macaneata

