

ATTACHMENT 10. CVs

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DANIELA MOTPAN, Business Analyst

Senior business analyst and project manager with 12 years of experience in IT, e-government, and banking sectors. Worked in large government digitalization projects as MCloud, MPower, and MTender. In banking sector, dealt with a variety of activities including securities management, payment processing, Know Your Customer, and risk management.

Daniela is PMP certified.

SKILLS:

Business analysis 1 Data analysis 1 Gap analysis 1 Project management 1 Agile (Scrum, Kanban), Waterfall Quality assurance 1 Business artifacts documentation 1 SQL and databases 1 SDLC 1 SWIFT 1 MIFID (SAP, Oracle) 1 OLAP, Power BI

EDUCATION:

- PMI-Agile Certified Practitioner Certification, Project Management Access Training & Development, Romania, 2020 Graduated
- PMP Certification Project Management Access Training & Development, Romania, 2016 Graduated
- Bachelor's degree, Finance and Banking, Alexandru Ioan Cuza University, Romania, 2008 Graduated

PROFESSIONAL EXPERIENCE:

2023 – current, Senior business analyst, Project manager, Ascenta Cloud, Moldova

Main responsibilities:

- Work as part of an Agile team to deliver high quality business and system solutions for the company's key stakeholders
- Engage with end users and subject matter experts to identify, develop, document, validate and endorse the requirements of their unit, facilitate collaboration, delivery, reflection, and improvement, and deliver internal training for new features to team members and end users by identifying needs, preparing materials and delivery as needed
- Consult with the business and product owners to prioritize and shape the product backlog, using Agile practices for prioritization around business value
- Work with product managers and epic owners to develop business cases, as required
- Consult with and advise product managers when defining product release content and timeline, applying product development principles, innovative thinking and a focus around the customer or user experience
- Assist with the elaboration of the user stories and requirements, supporting team members with their work where required
- Participate in and facilitate Agile ceremonies and rituals: Backlog Refinement, Daily Stand-up, Iteration / Release Planning, Showcases / Sprint Review, Retrospective
- Participate in the creation of low or high-fidelity prototypes
- Provide subject matter expertise in specific functional area(s) for assigned Scrum team

2021 – 2023, Scrum master, Endava, Moldova

Main responsibilities:

- Implement Project Management/Best Practices
- Keep all Parties on Track and Informed
- Introduce Agile Engineering Practices
- Coach Team Members
- Host Daily Stand-up Meetings
- Assist the Product Owner with the Product Backlog
- Remove Roadblocks
- Teach Scrum Practices and Principles

2017 – 2021, Senior business analyst, Esempla Systems, Moldova

Projects:

- **Assignment 1.** Information System on population and migration statistics.
 - Year: 2021 – 2022
 - Client: National Bureau of Statistics, Moldova
 - Role: Business analyst
 - Project main features: The system is aimed to ensure coordinated pooling of individual data, including personal data, held by state information resources, which are relevant to produce official statistics on population and the characteristics thereof, vital events and population mobility to produce demographic statistical indicators. The digitalization of this process enables the production of relevant, reliable, and internationally comparable statistical data, including domestic and international migration, annual estimation of population number with usual residence in territorial aspect, etc. System integrated with 20 external systems, including M Suite (MPass, MSign, MLog, MNotify, MPower, MConnect). Methodology used: Agile/Scrum
- **Assignment 2.** Information System on processing of driving license applications and register of training centers and trainers.
 - Year: 2020 – 2021
 - Client: Centre for Information and Communication Technologies in Education, Moldova
 - Role: Business analyst, Trainer
 - Project main features: Development and implementation of the Register of driving schools and trainees. System provides relevant information to the Ministry of Education, Culture and Research, the National Agency for Quality Assurance in Education and Research and all the people that want to obtain a driving license. System integrated with MSuite (MPass, MSign, MNotify, MLog, MConnect) and Registers of population and legal entities. Methodology used: Hybrid (Agile/Scrum and Waterfall).
- **Assignment 3.** Consumers' portal information system for the utilities service providers
 - Year: 2019 – 2020
 - Clients: National Water Company (Apa Canal), National Gas Company (Moldova Gaz),

Moldova

- Role: Business analyst, trainer
 - Project main features: Consumers' portal provides private individuals and legal entities with features for water and gas metrics submission through web and Viber ChatBot, invoice and contract management, invoice payments, consume history, and the current balance which can be easily accessed from the personal account. Also, to improve the communication with the consumers the portal offers the options to send feedback and complaints and also to address questions to the helpdesk. The system deals with 700 thousand metrics/month. System integrated with Mpay, Paynet. Methodology used: Agile/Scrum
- **Assignment 4.** MPower – government authorization service
 - Year: 2019 – 2020
 - Client: Electronic Government Agency, Moldova
 - Role: Business analyst, Scrum master
 - Project main features: MPower was designed to simplify the process of granting and revoking powers of attorney (authorizations) and reduce the related costs through enabling a public digital service to ensure the creation, verification/validation, and cancellation of authorizations by using digital signature. System integrated with MSuite (MPass, MSign, MLog, MNotify, MCabinet, MConnect), registers of population and legal entities. Methodology used: Agile/Scrum.
- **Assignment 5.** MTender – government public procurements platform.
 - Year: 2018 – 2019
 - Client: Ministry of Finance, Moldova
 - Role: Business analyst
 - Project main features: Development of government e-procurement platform based on a public-private partnership and using private digital platforms for facilitating the e-procurement processes. Esempla developed and maintain the e-Licitatie platform which provides e-procurement services for 1000 public and private sectors organizations. Enabled business processes: planning, budgeting, bidding, awarding, contract management. Platform integrated with: MSuite: Mpay, MPass, MSign, registers of population, legal entities, state treasury system, and fiscal register. Methodology used: Hybrid (Agile/Scrum and Waterfall), Agile/Kanban.
- **Assignment 6.** Record management system
 - Year: 2017 – 2018; and 2021-2022
 - Client: GRM Document management, USA
 - Role: Project manager, Business analyst
 - Project main features: Functional and technical analysis, engineering business processes of scanning and indexing to enable processing of 1M pages per day. Development of 3 distinct components: 1. Scanning app. for document import, image

processing, all type of scanners compatibility. 2. Workflow management app. for workflow configuration, create flexible document metadata cards. 3. Indexing app. for metadata ingestions, quality assurance, export to specific location. Methodology used: Agile/Scrum.

- **Assignment 7.** Register of identification of transport entities,
 - Year: 2017 – 2018
 - Client: Public Service Agency, Moldova
 - Role: Project manager, Business analyst
 - Project main features: Functional and technical analysis, mapping and reengineering of business processes, including submission of applications, Mpay payment and verification, vehicle identification via technical-scientific research and conventional marking, generation of exit documents and creation of electronic register of transport means' identification, classification management and availability of services, inclusion of several levels of authorization in decision making (is included in the identification process management). System installed in MCloud and integrated with Mpay, PSA's middleware interoperability platform SGARI for data exchange with 3rd party systems: registers of legal entities, population, and transport entities. The system is operated by 40 PSA's agencies. Methodology used: Hybrid (Agile/Scrum and Waterfall).
- **Assignment 8.** Digitalization of key migration business processes
 - Year: 2016 – 2017
 - Client: Bureau of Migration and Asylum, Moldova
 - Role: Project manager, business analyst
 - Project main features: Supply an information system that allows providing foreigners with identity documents from the national passports system, verifications, residence permits and visa prolongation, online submission of applications, case management, statistics and reporting; development, installation, and support of a record management system; training of BMA officers and system administrators. System integrated with: MSuite (MPass, MSign, Mpay, MLog, MConnect), registers of population and legal entities, Ministry of interiors' systems (monitoring of contraventions, fines and offenders; monitor cross border migration), Ministry of exteriors' system (visa management), specialized appliances for reading and capturing biometrical data and passports (Speed identity G3, 3M). Methodology used: Hybrid (Agile/Scrum and Waterfall).

2015 – 2016, Project assistant, BTS Pro, Moldova

- **Assignment 9.** MCloud – government cloud computing platform.
 - Year: 2015 – 2016
 - Client: Electronic Government Agency, Moldova
 - Role: Project assistant
 - Project main features: Build of a modern platform for development, automation of services, extension to 3rd party cloud providers based on VMware vRealize Suite products. From the

infrastructure perspective, MCloud is distributed in two active-active sites, providing continuous data availability for business-critical application of state organizations, using best in class enterprise solution from leading vendors in technology, with zero data loss and near-zero failover time, disaster avoidance. Additionally, audit, consulting & design services were provided for tenants' obsolete infrastructures which were optimized & migrated in MCloud. Solutions used: Emerson Modular Datacenter and Power/Cooling, NetApp Storage MetroCluster based on ONTAP OS, Unified Computing and Networking from Cisco, VMware Automation & Orchestration for IaaS & SaaS using vRealize Suite, VMware NSX for software-defined networking solution, McAfee for SIEM-aaS, Veritas & Oracle tape drive for Backup-aaS solution, Cisco ASA security, Barracuda for WAF, DDOS solution, Kaspersky for virtualization as antivirus. Methodology used: Waterfall.

2013 – 2016, Trade Finance Officer, Mobiasbanca Groupe Societe Generale, Moldova

Main responsibilities:

- Traded Finance transactions (import and export letters of credit, documentary collections, standby letters of credit, bank guarantees)
- Mitigated compliance risks for transactions
- Verified clients' applications
- Maintained relationship with Corporate, SMEs, Risk, AML departments to ensure smooth processing of transactions
- Dealt with corporate bonds, mortgage and asset backed securities
- Ensured documentation is complete as per bank's requirement
- Assisted in developing policy and procedures
- Provided day-to-day support to sale team and clients

2012 – 2013, Credit Analyst, Mobiasbanca Groupe Societe Generale, Moldova

Main responsibilities:

- Assessed, analyzed credit data and financial statements to evaluate the credit worthiness of business and state ability to repay loans and credit lines
- Completed loan applications, including credit analyses and summaries of loan requests, and submit to credit committees for approval
- Ensured work is in compliance with Bank's credit policies, procedures and external parties' requirements

2010 – 2012, Reporting specialist, Mobiasbanca Groupe Societe Generale, Moldova

Main responsibilities:

- Prepared monthly, quarterly, and annual financial statements and other financial reports
- Realized various ad hoc reports as requested by management, creditors, internal clients
- Analyzed of key figures and information of macroeconomic and banking sector
- Ensured the compliance with external parties' requirements, as National Bank of Moldova (regulations and procedures), Shareholders (PCG policies and procedures), etc.

LANGUAGE:

- Romanian - native
- Russian - excellent
- English - proficient

REFERENCES:

- Ion Gumene, Secretar de Stat la Ministerul Finantelor, ion.gumene@mf.gov.md
- Arcadi Malearovici, Director of the Centre for Information and Communication Technologies in Education, arcadi.malearovici@ctice.gov.md

SKILLS

- Java, Spring, JEE, JavaScript, Angular, ReactJS, Docker, Kubernetes, Helm,
- Limbaje de Programare: C#, JavaScript, Java, Linq, PL/SQL
- Tehnologii: .NET, .NET Core, WCF, Windows Forms; Spring
- Tehnologii Web: ASP.NET, ASP.NET MVC 3, ASP.NET, MVC 4, jQuery, Angular, CSS, HTML, Kendo UI,
- Baze de Date: Microsoft SQL Server, PostgreSQL, MongoDB
- Metode și Instrumente de Analiză: MVC, Pattern-uri de Design (Factory, Singleton, Dependency Injection), Principii SOLID, Cod Curat (Clean Code), DevOps și CI/CD: Docker, Kubernetes, Jenkins, Azure Pipeline
- Testare și Asigurarea Calității: NUnit, Moq, JUnit
- Controlul Versiunilor: Git

EDUCATION:

- Diploma de licență în Informatică. Universitatea Alexandru Ioan Cuza, Iași. 2003-2007.

PROFESSIONAL EXPERIENCE:

2022 – current, Software Developer, Ascenta Cloud, Moldova

Titlu Proiect [1]: Proiectarea, dezvoltarea și configurarea sistemului informatic (SI) Registrul de Stat al Unităților de Drept pentru Agenția Servicii Publice.

Perioada: Mai 2023-prezent

Activități relevante:

- Registrul de Stat al Entităților Legale
- Registrul de Stat al Întreprinzătorilor Individuali
- Spații de lucru pentru angajații PSA
- Spații de lucru pentru personalul tehnic
- Portal de autoservire pentru utilizatorii autorizați
- Portal de informații pentru publicul general
- Portal clienți
- Șabloane pentru formularele de ieșire
- Instrument de generare a rapoartelor
- Gestionarea arhivei digitale
- Servicii AGE: MCloud, MConnect, MPay, MNotify, MDelivery, MPower, MPass, MSign, MLog.

Responsabilități cheie:

- Proiectarea, dezvoltarea și optimizarea arhitecturii bazei de date
- Implementarea Entity Framework Core pentru ORM
- Dezvoltarea și menținerea API-urilor pentru integrarea sistemelor utilizând protocoale SOAP/REST

- Integrarea cu sisteme și servicii externe folosind MConnect, platforma guvernamentală de interoperabilitate a sistemelor
- Participarea în toate fazele ciclului de viață al dezvoltării software, inclusiv analiza cerințelor, design, codare, testare și implementare
- Urmarea principiilor de dezvoltare Agile, participând la cicluri iterative de dezvoltare (sprinturi)
- Colaborarea strânsă cu Project Managerul pentru a gestiona backlog-ul de produs și a prioritiza sarcinile de dezvoltare
- Asigurarea livrării de produse funcționale la sfârșitul fiecărui sprint, complet testate și funcționale
- Utilizarea Docker pentru containerizare și Kubernetes pentru orchestrarea containerelor
- Dezvoltarea și executarea testelor unitare, automate și de performanță pentru a asigura calitatea software-ului
- Efectuarea recenziilor de cod și asigurarea respectării standardelor de codificare și a celor mai bune practici.
- Pregătirea documentației tehnice detaliate, inclusiv arhitectura sistemului, specificațiile de design și manualele de utilizare.
- Documentarea API-urilor și a punctelor de integrare pentru referințe și întreținere viitoare.
- Dezvoltarea de interfețe web responsive și prietenoase pentru utilizator folosind tehnologii web moderne (Blazor).

Stiva tehnologică/metodologii:

- C#, ORM, Entity Framework Core, ASP.NET MVC Core, Blazor, SQL Server, Docker, Kubernetes, SQL Server, Redis, Agile (Scrum).

2022 – 2023, Dezvoltator software, Esempla Systems, Moldova

Titlu Proiect [2]: Dezvoltarea și implementarea unui sistem de plată pentru Oryxnet (Qatar)

Perioada: Sept. 2022-Mart. 2023

Activități relevante:

- eCommerce Catalog
- Merchant Account
- Payment Gateway
- Shopping Cart
- Transaction Types

Responsabilități cheie:

- Gestionarea unei echipe de dezvoltare formată din 8 membri, alocarea sarcinilor, asigurarea calitatii codului și respectarea standardelor și celor mai bune practici
- Colaborarea îndeaproape cu product owner-ul, echipa de dezvoltare a clientului și QA pentru a alinia sistemul la cerințele business
- Estimarea termenelor proiectului și alocarea resurselor
- Monitorizarea și raportarea progresului proiectului
- Efectuarea recenziei de cod și mentorat pentru membrii echipei
- Participarea activă la procesul de dezvoltare, definind integrarea între componentele sistemului, inclusiv interacțiunea dintre serviciul de plăți și componenta catalogului eCommerce

- Integrarea instrumentelor de detectare și prevenire a fraudei, precum și alte servicii de plată pentru a susține metode alternative de plată.
- Gestionarea și automatizarea proceselor de integrare și livrare continuă (CI/CD) utilizând Jenkins pentru a asigura livrarea rapidă și sigură a codului în mediul de producție.

Stiva tehnologică/metodologii:

- .NET Core, C#, ASP.NET MVC, Entity Framework, Bootstrap, Angular, MSSQL, Docker, Jenkins, Kubernetes, Git, AWS, Agile/Scrum.

2011 – 2021, Dezvoltator software, Pentalog, Romania

Titlu Proiect [3]: Digitalizarea proceselor de gestionare a satisfacției clienților și optimizare a lanțului de aprovizionare

Perioada: Ian. 2021-Sept. 2022

Activități relevante:

- Dezvoltarea platformei pentru digitalizarea și automatizarea fluxurilor de lucru pentru a îmbunătăți productivitatea de afaceri
- Transformarea comenzilor de achiziție, facturilor și politicilor în contracte inteligente auto-executabile pentru a automatiza și eficientiza procesele comerciale, reducând erorile și asigurând conformitatea în timp real
- Furnizarea de transparență în lanțul de aprovizionare și distribuție pentru a optimiza gestionarea capitalului de lucru pe parcursul întregului său ciclu de viață.

Responsabilități cheie:

- Conducerea unei echipe de 5 ingineri în dezvoltarea de noi funcționalități și remedierea erorilor.
- Facilitarea comunicării în cadrul echipei și oferirea de soluții tehnice.
- Participarea activă la dezvoltarea .NET și Angular asigurând alinierea la cerințele clientului
- Implicarea în îmbunătățirea continuă și practicile de dezvoltare agilă.
- Utilizarea Kubernetes pentru orchestrarea și gestionarea containerelor, asigurând scalabilitatea și reziliența aplicațiilor dezvoltate.
- Implementarea și monitorizarea soluțiilor de infrastructură cloud pe platforma Microsoft Azure, asigurând disponibilitatea și performanța optimă a aplicațiilor.

Stiva tehnologică/metodologii:

- JavaScript, Angular 6+, React.js, HTML, CSS, .NET, C#, Razor, Microsoft SQL Server, PostgreSQL, Docker, Kubernetes, Azure Pipelines, Azure, AWS, K9s, Knative

Titlu Proiect [4]: Digitalizarea proceselor unui furnizor de soluții și servicii de management a proprietății intelectuale (Franța)

Perioada: Oct. 2015-Dec. 2020

Activități relevante:

- Înlocuirea sistemului existent de management a PI a clientului cu un nou sistem folosind tehnologii avansate
- Asigurarea că noul sistem îndeplinește cerințele de business, cum ar fi înregistrarea clienților, înregistrarea agenților, gestionarea drepturilor de proprietate intelectuală, scrisori și rapoarte pentru clienți, facturare și plăți, migrarea datelor vechi și importul de date de la terți despre drepturile de

proprietate intelectuală.

Responsabilități cheie:

- Dezvoltarea arhitecturii sistemului pentru a asigura scalabilitatea și ușurința întreținerii
- Asigurarea unui flux Kanban lin și înlăturarea oricăror impedimente în progress
- Conducerea echipei de 6 ingineri software în procesul de dezvoltare a codului, efectuarea recenziilor de cod și luarea deciziilor tehnice critice

Stiva tehnologică/metodologii:

- C#, .NET 4.6, Entity Framework 6, Dapper, Ninject, AutoMapper, Fluent Validation, ASP.NET Web API2, xUnit, FakeItEasy, RabbitMQ, AngularJS, Karma, Jasmine, MS Reporting Services, Microsoft SQL Server, .NET Core 3.0, Agile, Scrum, TDD, DDD, Stored Procedure, Functions, Views

Titlu Proiect [5]: Digitalizarea proceselor unei companii gestionare ale infrastructurii naționale de electricitate și gaz din Franța

Perioada: Sept. 2018-Febr. 2021

Activități relevante:

- Dezvoltarea și operarea aplicațiilor back-office pentru procesele de mentenanță ale companiei
- Descrierea și implementarea arhitecturii proiectului pentru eficientizarea operațiunilor.

Responsabilități cheie:

- Implicarea în misiunea de descoperire și descrierea arhitecturii, asigurând alinierea la cerințele de afaceri și tehnice.
- Conducerea echipei de dezvoltare, coordonând toate etapele proiectului, de la planificare la implementare și lansare.
- Dezvoltarea arhitecturii sistemului, inclusiv a bazei de date, definind standardele și bunele practici pentru codificare, testare și documentare.
- Asigurarea respectării termenelor și standardelor de calitate ale proiectului, monitorizând progresul și gestionând riscurile.
- Efectuarea recenziilor de cod și mentorarea dezvoltatorilor juniori, promovând un mediu de colaborare și învățare continuă.
- Implementarea metodologiilor Agile, facilitând ședințele sprint și retrospectivile pentru a îmbunătăți procesele de dezvoltare.
- Colaborarea cu părțile interesate pentru a înțelege și traduce cerințele de business în soluții tehnice robuste.
- Gestionarea integrării și interoperabilității sistemelor, asigurând un flux de date coerent și securizat între diferitele module și aplicații.
- Supravegherea și participarea activă la testarea unitară și de integrare.
- Utilizarea tehnologiilor cloud (Microsoft Azure) pentru a asigura scalabilitatea și disponibilitatea aplicațiilor dezvoltate.

Stiva tehnologică/metodologii

- ASP.NET Core, Web API, Dapper, Fluent Validation, xUnit, FakeItEasy, SQL Server, CQRS, Microservices, AngularJS, Microsoft Azure

Titlu Proiect [6]: Dezvoltarea soluțiilor de e-colaborare pentru un editor software de top în domeniul Retail

(Franța)

Perioada: Iul. 2011-Iul. 2015

Activități relevante:

- Dezvoltarea aplicațiilor pentru gestionarea specificațiilor produselor și îmbunătățirea competitivității.
- Crearea unui set de aplicații care permit retailerilor, producătorilor și altor actori din industrie să optimizeze procesul de dezvoltare a produselor, sporind astfel competitivitatea și securitatea acestora.
- Evoluția proiectului de la activități de remediere a erorilor și întreținere operațională la dezvoltare completă și extinderea funcționalităților existente.

Responsabilități cheie:

- Implementarea serviciilor pe partea server, asigurând o infrastructură robustă și scalabilă pentru aplicațiile dezvoltate.
- Dezvoltarea componentelor client, incluzând codarea, testarea, depanarea și întreținerea aplicațiilor software pentru a asigura funcționalitatea și performanța optimă.
- Asigurarea îmbunătățirii continue a performanței aplicațiilor, identificând și remediind erorile pentru a îmbunătăți experiența utilizatorului final.
- Participarea activă în ciclul de viață al dezvoltării software, de la analiza cerințelor și design până la implementare și lansare.
- Colaborarea cu echipele de proiect pentru a înțelege cerințele de afaceri și a traduce aceste cerințe în soluții tehnice eficiente.
- Utilizarea metodologiilor Agile pentru a facilita dezvoltarea iterativă și îmbunătățirea continuă a proceselor de dezvoltare.
- Realizarea de coduri și arhitecturi ușor de întreținut și scalabile, utilizând cele mai bune practici de dezvoltare software.

Stiva tehnologică/metodologii:

- Windows Server 2008 R2, SQL Server 2008 R2, .NET Framework 4.0, MVC 3, JavaScript, XML, NHibernate, Telerik Controls, jQuery, TFS, Kendo UI, Web API, AngularJS, Agile.

LANGUAGE:

- Romanian - native
- English - proficient

REFERENCES:

- Corneliu Jaloba, Project manager, Agentia Servicii Publice, corneliu.jaloba@asp.gov.md

SERGIU GARABA, Software development

Experienced Software developer with 12 years of experience in software development projects. Skilled in Java technology ecosystem. Strong expertise in data interoperability and analytics with the focus on e-government and statistics industries.

EDUCATION:

- Bachelor's degree, Cybernetics, Statistics and Economic Informatics Academy of Economics, Moldova, 2015 Graduated

SKILLS:

- Client-Server, Microservice architecture
- Good knowledge of TOGAF Standard
- Web & desktop programming abilities
- Programming: Java ecosystem: Java 8-17, Java Servlets, Java Beans; Spring (Framework, Boot, Data, Cloud, Security, Web Services, Integration, Batch); Hibernate, JPA; HTML/CSS, Bootstrap, JavaScript, JQuery, AJAX, HTTP protocol; XML (SAX, DOM), JSON; Database: PostgreSQL, MSSQL, MySQL, MongoDB; Angular; Java Script
- Testing: unit tests, functional tests, acceptance tests, integration tests, regression test, performance test, security tests; Tools: Junit, JMeter, SoapUI, Postman, Selenium, Mockito, HTTPUnit, SonarQube, K6, Test Café, Test containers
- DevOps: Git, CI/CD, Docker, Kubernetes; ELK Stack, Monitoring / Kibana, Grafana, Prometheus; IaC / VMWare / HyperV
- Project management: Agile Scrum/Kanban, Extreme programming, Waterfall.

PROFESSIONAL EXPERIENCE:

2012 - current System architect, Development lead, Software developer, Esempla Systems, Moldova

Main responsibilities:

- Provide Architectural and Design direction
- Code Quality Assurance
- Control Technical Debt
- Ensure Code Review Healthiness
- Promote Collaboration and Engagement

Projects:

- **Assignment 1.** Information System on population and migration statistics.
 - Year: 2021 – 2022
 - Client: National Bureau of Statistics
 - Role: Architect and Development lead
 - Project main features: The system is aimed to ensure coordinated pooling of individual data, including personal data, held by state information resources, which are relevant for the production of official statistics on population and the characteristics thereof, vital

events and population mobility to produce demographic statistical indicators. The digitalization of this process enables the production of relevant, reliable, and internationally comparable statistical data, including domestic and international migration, annual estimation of population number with usual residence in territorial aspect, etc. System integrated with 20 external systems, including M Suite (MPass, MSign, MLog, MNotify, MPower, MConnect). Methodology used: Agile/Scrum.

- Relevant activities: Supervised all aspects related to software programming, defined the high-availability and high-performance architecture(main components and their interfaces, interactions of these components with each other and with external systems; and a general architectural vision that served as a basis for mutual understanding between all parties involved in system development; selected the technical stack and deployment strategies, roughly estimated needed programming effort; managed data analysis and data integration of disparate systems; built extensible data acquisition and integration solutions to meet the functional and non-functional requirements according to the requirements; implemented processes and logic to extract, transform, and distribute data across one or more data stores from a wide variety of sources; optimized data integration process to provide optimal performance under increasing data volumes; assisted the development and documenting the data audit, archiving, and restoration processes; developed quality standards to ensure data quality and integrity across various database systems; conducted review of other integration developers' development efforts to ensure consistent methodologies are followed and to make recommendations where necessary; worked with data analysts and business users to translate functional specifications into technical designs for implementation and deployment; converted physical data integration models and other design specifications to source codes.
- Technical environment: Microservices architecture, Java 15, Spring Framework, Spring Boot, Spring, Spring Security, Spring Web Services Hibernate, Junit, Mockito, Swagger, Maven, Liquibase Database Migration, Postgres, Angular, Webpack, Docker, Jenkins.
- **Assignment 2.** Informational System on processing of driving license applications and register of training centers and trainers,
 - Year: 2020 – 2021
 - Client: Centre for Information and Communication Technologies in Education
 - Role: Architect and Development lead
 - Project main features: Development and implementation of the Register of driving schools and trainees. This IS provides relevant information to the Ministry of Education, Culture and Research, the National Agency for Quality Assurance in Education and Research and all the people that want to obtain a driving license. System integrated with MSuite (MPass, MSign, MNotify, MLog, MConnect) and Registers of population and legal entities. Methodology used: Hybrid (Agile/Scrum and Waterfall).
 - Relevant activities: Defined the architecture, selected technology stack, estimated development time iteratively, built a prototype to prove the system's viability, mentored developers, wrote code to enable the integration with external systems, settled quality

- standards and ensured adherence to them, supervised development, managed releases
- Technical environment: SOA architecture, Java 14, Spring Framework, Spring Boot, Spring, Spring Security, Spring Web Services Hibernate, Junit, Mockito, Swagger, Maven, Liquibase Database Migration, PostgreSQL, Angular, Webpack, Docker, Jenkins.
- **Assignment 3.** Consumers' portal for the National Gas and National Water Companies
 - Year: 2019 - 2020
 - Client: Moldova Gaz, Apa Canal
 - Role: Architect, Development lead
 - Project main features: Consumers' portal provides private individuals and legal entities with features for water and gas metrics submission through web and Viber ChatBot, invoice and contract management, invoice payments, consume history, and the current balance which can be easily accessed from the personal account. Also, to improve the communication with the consumers the portal offers the options to send feedback and complaints and also to address questions to the helpdesk. The system deals with 700 thousand metrics/month. System integrated with Mpay, Paynet. Methodology used: Agile/Scrum
 - Relevant activities: designed the high-level and low-level architectural solutions to ensure the high-availability and high-performance principles (using cloud technology), selected the technical stack including AWS native tools to enable the CI/CD and storage processes, wrote code for integration with external payment system (Paynet, Mpay) and utilities providers billing systems, assisted the development of the virtual assistant (Viber ChatBot) for collecting gas meters, executed unit and integration testing
 - Technical environment: Microservices architecture, Java 14, Spring Framework, Spring Boot, Spring, Spring Security, Spring Web Services Hibernate, Junit, Mockito, Swagger, Maven, Liquibase Database Migration, PostgreSQL, Angular, Webpack, Docker, Jenkins; AWS (EC2, Amazon Simple Queue Service, Lambda) for Viber chatbot
- **Assignment 4.** Development of e-Signature software application for banking sector
 - Year: 2020
 - Clients: Moldindconbank, Eurocreditbank
 - Role: Architect, Software lead
 - Project main features: Development of an application for efficient document collaboration and signing using the qualified electronic signature (MSign). Also, the application provides an efficient user access control through Active Directory integration, optimized workflows for uploading, sharing, and signing documents, notification, monitoring and audit tools.
 - Relevant activities: defined architecture, supervised all aspects related to software programming and deployment, developed features of PAdES and XAdES signatures, facilitated the communication with ITSCS and E-Government agency teams for integration with MPass, MSign, and MoldSign,

- Technical environment: Agile / Scrum implementation; SOA architecture; software development: Java 14, Angular 9, Maven, Junit, Mockito, Tomcat, Hibernate, Spring Boot, Spring, Spring Data, Spring Security, Spring LDAP, Spring Web Services; documentation: Swagger; rdbms: PostgreSQL; container service: docker; container orchestration: kubernetes; DevOps: GitLab, Jenkins
- **Assignment 5.** MNotify – government notification service
 - Year: 2019-2020
 - Client: Electronic Governance Agency
 - Role: Software developer (Integration)
 - Project main features: Development of public digital service meant to ensure efficient information of citizens, economic operators, and public employees; multichannel notifications: email, SMS, push notifications, IM apps (Viber, Telegram.); web portals for citizens and service providers; a full API for third systems integration. Platform integrated with: MSuite (MPass, MSign, MLog, MCabinet, MPower, MConnect), registers of population, legal entities, transport entities, and drivers. Methodology used: Agile/Scrum.
 - Relevant activities: developed a deep understanding of all requested integrations between EGA systems, created a scalable framework around building and maintaining API's and integrations, worked with the development team to understand functional requirements and interact with the client's team to architect, design, develop, test, and release features, completed all phases of the software development process including the research, model, design, code, debug, test, defect resolution, documentation, and maintenance processes, developed the integrations with Viber, Telegram, MPass, MSign, MLog, MCabinet, executed unit testing
 - Technical environment: Microservices architecture, .NET Core, Angular; rdbms: Microsoft SQL; container service: docker; container orchestration: kubernetes; DevOps: Azure DevOps
- **Assignment 6.** Record management information system for a digitization company.
 - Year: 2017 – 2018; and 2021-2022
 - Client: GRM Document management, USA
 - Role: Architect, Software lead
 - Project main features: Functional and technical analysis, engineering business processes of scanning and indexing to enable processing of 1M pages per day. Development of 3 distinct components: 1. Scanning app. for document import, image processing, all type of scanners compatibility. 2. Workflow management app. for workflow configuration, create flexible document metadata cards. 3. Indexing app. for metadata ingestions, quality assurance, export to specific location. Methodology used: Agile/Scrum.
 - Relevant activities: defined architecture, supervised all aspects related to software programming, selected the technical stack and deployment strategies, roughly estimated needed programming effort, oversaw the code quality and technical risks, wrote code but mainly to enforce standards for developers so that such things as scalability, performance, and security will not be missed at the initial stage.
 - Technical environment: Agile/Scrum implementation; Microservices, Java 15 (upgraded

from 11), Angular, Java FX, Spring Boot, Spring Cloud, Spring Integration, Spring Data, Postgres, container service: docker; container orchestration: kubernetes, Minio S3, Mongo.

- **Assignment 7. Register of mobile warranties**
 - Year: 2018
 - Client: Ministry of Justice, Moldova
 - Role: Software lead and developer
 - Project main features: The purpose of the system was to enable the notaries workforce with a flexible mechanism to allow the submission and processing of mobile guarantees for the execution of obligations such as pledge, leasing, mortgage, interdiction, trusteeship and ensure the interoperability of data with banks and relevant government agencies
 - Relevant activities: provided the technical governance of the whole project, evaluated functional and non-functional requirements, estimated the needed development effort, wrote code for integration with government payment system Mpay, and Registers of transport and legal entities, oversaw the code quality and technical risks, executed unit and integration testing
 - Technical environment: SOA architecture, PHP, Framework Yii2, Postgres

- **Assignment 8. e-Case Management system**
 - Year: 2017 - 2018
 - Client: Bureau of Migration and Asylum
 - Role: Architect
 - Project main features: Supply an information system that allows providing foreigners with identity documents from the national passports system, verifications, residence permits and visa prolongation, online submission of applications, case management, statistics and reporting; development, installation, and support of a record management system; training of BMA officers and system administrators. System integrated with: MSuite (MPass, MSign, Mpay, MLog, MConnect), registers of population and legal entities, Ministry of interiors' systems (monitoring of contraventions, fines and offenders; monitor cross border migration), Ministry of exteriors' system (visa management), specialized appliances for reading and capturing biometrical data and passports (Speed identity G3, 3M). Methodology used: Hybrid (Agile/Scrum and Waterfall).
 - Relevant activities: Evaluated functional and non-functional requirements, defined the architecture, main components and interfaces, wrote code for integration with peripheral appliances for reading and capturing biometrical data and passports (Speed identity G3, 3M)
 - Technical environment: SOA architecture, Java 11, Spring, Angular, Postgres; container service: docker.

- **Assignment 9. MCloud Phase 2 – government computing platform**
 - Year: 2015 - 2017

- Client: Electronic Governance Agency
 - Role: Software lead and developer
 - Project main features: Build of a modern platform for development, automation of services, extension to 3rd party cloud providers based on VMware vRealize Suite products. From the infrastructure perspective, MCloud is distributed in two active-active sites, providing continuous data availability for business-critical application of state organizations, using best in class enterprise solution from leading vendors in technology, with zero data loss and near-zero failover time, disaster avoidance. Additionally, audit, consulting & design services were provided for tenants' obsolete infrastructures which were optimized & migrated in MCloud. Solutions used: Emerson Modular Datacenter and Power/Cooling, NetApp Storage MetroCluster based on ONTAP OS, Unified Computing and Networking from Cisco, VMware Automation & Orchestration for IaaS & SaaS using vRealize Suite, VMware NSX for software-defined networking solution, McAfee for SIEM-aaS, Veritas & Oracle tape drive for Backup-aaS solution, Cisco ASA security, Barracuda for WAF, DDOS solution, Kaspersky for virtualization as antivirus. Methodology used: Waterfall.
 - Relevant activities: accountable for managing the development team and processes, developed detailed designs, performed requirement analyses, conducted unit testing using automated unit test frameworks, reviewed the work of other developers and provided feedback, configured workflows for management of tenants in VMware VRealize Automation, implemented Storage as a Service and Backup as a Service, MPass (government to service) integration in VMware VRealize Automation, VRealize Operations Manager, supervised the integration of VMware NSX with VMware VRealize Orchestrator, executed unit and integration testing, trained the client service team
- **Assignment 10.** E-Apostille – public documents legalization service
 - Year: 2014 - 2015
 - Client: Ministry of Justice, Moldova
 - Role: Software developer
 - Project main features: The project purpose was to create a fully online public legalization service leveraging the government electronic services for authentication (MPass), signature (MSign), payment (Mpay), and interoperability (MConnect).
 - Relevant activities: performed functional and non-functional analysis, developed data capture functionality enabling the automatic extracting of data from national ID cards, integrated the e-Apostille with government platform services (Mpay, MPass, MSign), contributed to technical design documentation.

LANGUAGE:

- Romanian - native
- Russian - excellent
- English - proficient

REFERENCES:

- Igor Condrat, Project manager, UNFPA, condrat@unfpa.org
- Arcadi Malearovici, Director of the Centre for Information and Communication Technologies in Education, arcadi.malearovici@ctice.gov.md

ANTONINA CEBAN, Software tester, Trainer

SKILLS:

- 7 years 'experience in training, business analyses, technical writing, 3 years - in software testing
- Quality presentation and writing skills
- Experience in analytical and technical writing, including the capacity to gather and assess data, interpret information, and incorporate new data.
- Experience with Moodle, iSpring for e-Learning
- Experience with Enterprise architect for technical documentation
- Experience with Tango for user documentation
- Strong working knowledge of Microsoft Office
- Experience with Test Café for e2e testing
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EDUCATION:

- Bachelor's degree in economics and business administration, 2004-2008, University Alexandru Ioan Cuza, Iași, Romania

PROFESSIONAL EXPERIENCE:

2020 – current, QA specialist / Trainer, Esempla Systems, Moldova

Main responsibilities:

- Review business / software requirements and provide inputs
- Prepare / review test plans
- Prepare test cases, test scripts and test data
- Execute tests (manual / automated)
- Report defects and assist in their understanding
- Analyze test results and track software testing metrics
- Prepare and present test reports

Projects:

- **Assignment 1.** Design, development and deployment of the Information System of National House of Social Insurance of the Republic of Moldova
 - Year: 2023 - 2024
 - Client: E-Governance Agency, National House of Social Insurance
 - Role: Business analyst
 - Relevant responsibilities: Collaborate with NHSI stakeholders to gather detailed business requirements; Analyze and document business processes and workflows using Business Process Model and Notation (BPMN); Translate business requirements into functional specifications for the development team;

Work closely with the Product Owner to maintain and prioritize the product backlog. Ensure that the backlog accurately reflects the current needs and priorities of the stakeholders; Prepare comprehensive documentation including use cases, user stories, and acceptance criteria. Ensure that all documentation is up-to-date and accessible to relevant stakeholders; Provide clarifications and detailed explanations of requirements to the development and testing teams. Assist in the creation of test cases and scenarios to ensure that the developed functionalities meet the business requirements; Act as a liaison between the business stakeholders and the technical team; Facilitate workshops, meetings, and discussions to ensure clear and ongoing communication among all project participants; Evaluate and manage changes to the project scope and requirements; Ensure that changes are documented and communicated effectively to all stakeholders; Develop and deliver training sessions and materials for end-users. Provide ongoing support and assistance to ensure the smooth adoption of new systems and processes.

- **Assignment 2.** Development and implementation of the registry of financial statements of Moldova
 - Year: 2022-2023
 - Client: National Bureau of Statistics
 - Role, Software tester, Trainer
 - Relevant activities: Creating how-to user guides using Tango; Prepare training plan with schedule and training materials, including means to support outreach activities (instructional videos, presentations, etc.) and brief guidelines on how to use the Contractor's helpdesk system; Report on conducted trainings for administrators, trainers, and authorized users with the received/implemented suggestions to improve the RFS usability and functionalities; Provide train-the-trainer sessions for 2 RFS users to support sustainability of implemented software (duration 56 hours); Provided training for 60 authorized users involved in RFS operation (duration 40 hours).
- **Assignment 3.** MDelivery – government delivery service.
 - Year: 2020 - 2022
 - Client: E-Governance Agency
 - Role: Software tester
 - Project main features: Development of a unified and integrated delivery platform aimed to improve the logistic capability of Public Service Providers to deliver, sort and track physical goods (as results of public services) to their users such as individuals and legal entities. Platform integrated with MSuite (MNotify, MPass, MSign, MLog), Registers of legal entities, and 5 carrier service providers. Methodology used: Agile/Scrum, Kanban.
 - Relevant activities: active participation in system requirements analysis and design of test cases, executed test cases, identified, and documented found defects, active communication with the team to find solutions, tested full

- business process functionality from Swagger, Postman and UI, tested deployed locally applications, delivered demo presentations, participated in sprint planning, sprint review, next sprint refinement, daily meetings
- Technical environment: C#, .NET Core, Angular; ORM Entity Framework Core; Angular; MSSQL; Docker; Kubernetes; Redis, Azure DevOps; Testing: K6, Swagger, Postman
- **Assignment 4.** Information System on processing of driving license applications and register of training centers and trainers
 - Year: 2020 - 2021
 - Client: Centre for Information and Communication Technologies in Education
 - Role: Software tester
 - Project main features: Development and implementation of the Register of driving schools and trainees. System provides relevant information to the Ministry of Education, Culture and Research, the National Agency for Quality Assurance in Education and Research and all the people that want to obtain a driving license. System integrated with MSuite (MPass, MSign, MNotify, MLog, MConnect) and Registers of population and legal entities. Methodology used: Hybrid (Agile/Scrum and Waterfall).
 - Relevant activities: performed specifications analysis and design of test cases through black box techniques (test conditions, test cases, test procedures), executed functional testing and automate E2E testing through Test Café and K6, executed stress and load testing through K6 and Siege, simulated such attacks as SQL injection, cross site scripting (XSS), external XML entities (XXE), and cross-site request forgery (CSRF), contributed to the integration of Nexplot solution in the CI/CD pipeline allowing developers to run scans and remediate issues, reviewed the implementation and quality check and provided feedback to the development team
 - Technical environment Microservices architecture; Software development: Java 14, Spring Framework, Spring Boot, Spring, Spring Security, Spring Web Services Hibernate, Junit, Mockito, Swagger, Maven, Liquibase Database Migration, PostgreSQL, Angular, Webpack, Docker, Jenkins; Testing: K6, TestCafe, Siege, Nex.
 - **Assignment 5.** Facilitate the development of National e-Procurement system (MTender)
 - Year: 2020-present
 - Client: Ministry of Finance of R.Moldova
 - Role: Software tester, Trainer
 - Relevant activities: Periodically providing training session to public and private end users of e-Licitatie procurement platform; Lead the e-Licitatie call center; Serve as a bridge of communication between clients of e-Licitatie platform and the MTender operator CTIF when dealing with synchronization issues between

Central database and procurement platforms.

- **Assignment 6.** Project name: Development of Informational System Population and Migration Statistics
 - Year: 2021-2022
 - Client: National Bureau of Statistics
 - Role: Software tester, trainer

LANGUAGE:

- Romanian - native
- Russian - excellent
- English - proficient

REFERENCES:

- Elena Croitor, Project manager, Electronic Governance Agency, elena.croitor@egov.md
- Arcadi Malearovici, Director of the Centre for Information and Communication Technologies in Education, arcadi.malearovici@ctice.gov.md .