

# CIOBANU NADEJDA

Business Developer, Technovator

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## Experience

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### Technovator

Business Developer

07/2024

- Identifying new business opportunities
- Building relationships with partners
- Collaboration with teams

### OTP Bank, Moldova

Head of account supervision direction

10/2018 - 07/2024

- Standardized application procedures across departments, enhancing organizational efficiency.
- Coordination of new processes of application of INCASO orders from State Fiscal Authority and bailiffs in context of Covid-19 digital transformation and interaction with National Bank of Moldova and Association of Banks for digital transformation
- Defining of requirement for automation of processing of taxation, INCASO orders, distrains in the context of migration to new core banking

### OTP Bank, Moldova

Regional administrative director

07/2016 - 10/2018

- Managed operations for a regional division, overseeing HR, budgeting, and crediting operations.

### OTP Bank, Moldova

Head of retail network support section

08/2013 - 07/2016

- Increased customer satisfaction by enhancing administrative support across bank branches.
- Interacting with National Bank of Moldova regarding bank foreign exchange points activity
- Elaboration and updating of bank procedures for the bank front office operational activity
- Participation in budgeting exercise for Front Office activity and monitoring of the budget

### OTP Bank, Moldova

Supervision control

01/2010 - 01/2011

- Supervision control
- Representing Front Office for reports achieving until the automation of the process

### OTP Bank, Moldova

Senior manager - branch network support section

08/2010 - 08/2010

### OTP Bank, Moldova

Manager - branch network support section

01/2008 - 01/2010

### OTP Bank, Moldova

Cashier accountant

01/2007 - 01/2008

### OTP Bank, Moldova

Cashier

01/2006 - 01/2007

## Education

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### Technical University of Moldova

PhD candidate

01/2006 - 01/2009

### Technical University of Moldova

Master's degree

01/2005 - 01/2006

- Business and economy

### Technical University of Moldova

License degree

01/2001 - 01/2005

- Business and economy

### Dmitrie Cantemir Lyceum

Bachelor's degree

01/1997 - 01/2001

## Summary

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With a 16+ years of experience in banking sector; I managed to grow and understand all steps of banking business processes starting as a cashier and raising to the head of account supervision division. Growing from a starting position made me take different challenges that made me a skilled manager. My guiding principle while taking a new challenge was to understand the logic of the process or task, this led to making right decisions. Skilled in business and process analysis and defining requirement for projects. Being a stakeholder in different projects I got the skills of being able to define exact requirements for applications.

## Certification

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Lean six sigma yellow belt

Professional Scrum Master I

## Languages

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English Proficient ●●●●●

French Intermediate ●●●●●

Romanian Native ●●●●●

Russian Intermediate ●●●●●

## Find me online

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<https://www.linkedin.com/in/nadejda-ciobanu/>