

PERSONAL INFORMATION

Name/Surname **LUCA IGOR**
Day/month/year **18.01.1977**
Place of birth **Moldova, Chisinau**
Nationality **Republic of Moldova, Romanian**
Current address **30/9, MARIA DRAGAN STR, CHISINAU, REPUBLIC OF MOLDOVA**
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**EXPERIENCE**

PROFESSIONAL WITH EXPERIENCE IN IMPLEMENTATION AND MANAGEMENT OF PROCESS-BASED SYSTEMS, AUTOMATION OF BUSINESS PROCESSES IN PRIVATE AND PUBLIC SECTORS. SKILLFUL IN DEVELOPMENT AND MODELING OF BUSINESS PROCESSES, IDENTIFICATION OF OPERATIONAL OBJECTIVES AND KPI, PERFORMANCE MEASUREMENT, INSTITUTIONAL PERFORMANCE.

Period Employer and contact information Position	<p>JANUARY 2015 – PRESENT</p> <p>“BPMS STANDARD” LTD CHISINAU, MOLDOVA</p> <p>BUSINESS ANALYST / DIRECTOR / FOUNDER</p> <p>RESPONSIBILITIES</p> <ul style="list-style-type: none">) Standardization of operational and support processes of a legal entity according to the International Standards on Quality Management. (ISO 9001:2015);) Projects: <ul style="list-style-type: none"> ➤ “Moldtelecom” JSC ➤ “Moldovagaz” JSC ➤ “Court of Accounts RM” ➤ “General Media Group” Ltd ➤ “Sudzucker Moldova” Ltd ➤ “CET NORD” JSC ➤ “Termoelectrica” JSC ➤ “Steaua Grup” Ltd (financed by PAC II) ➤ “Elit Tehnica” Ltd (financed by EBRD) ➤ “Institutul Național de Justiție RM” (financed by UNDP) ➤ APL Cahul (financed by UNDP) ➤ APL Ungheni (financed by UNDP)
Period Employer and contact information Position	<p>JUNE 2013-JANUARY 2014</p> <p>“SAP SYSTEMS ” LTD CHISINAU, MOLDOVA</p> <p>PROCESSES AND SYSTEMS SPECIALIST</p> <p>RESPONSIBILITIES</p> <ul style="list-style-type: none">) Standardization of operational processes for their automation into SAP information system;) Projects: <ul style="list-style-type: none"> ➤ “Zernoff Alcohol” Ltd ➤ “Zernoff Vodka” Ltd ➤ “Mărculești Combi” Ltd ➤ “Bread Factory Balți” Ltd
Period Employer and contact information Position	<p>MAY 2000 – JUNE 2013</p> <p>“Banca de Economii” JSC Chisinau, Moldova</p> <p>From Auditor to Head of Methodology Support Unit</p> <p>Responsibilities:</p> <ul style="list-style-type: none">) Auditing bank branches activity;) Auditing bank activity;) Internal normative bank documents development and implementation process management

EDUCATION

Period	SEPTEMBER 1994 - JUNE 1999
University	State University from Moldova, Economic Sciences Department, Chisinau, Republic of Moldova
Subjects	Finance and Banking
Degree	Major in Economics
Period	SEPTEMBER 2006 – JUNE 2007
University	State University from Moldova, Economic Sciences Department, Chisinau, Republic of Moldova
Subjects	Finance
Degree	Master in Economics

TRAININGS

TITLE	PERIOD	SUBJECT
<i>Bogdanov and Partners Moscova</i>	October 2013	Project Management
<i>School of Business Communications</i>	January 2014	Key Performance Indicators
<i>Asociația Auditorilor și Consultanților RM</i>	September 2015	Certified in Risk Management Systems

INDIVIDUAL SKILLS AND COMPETENCIES

*Acquired in the course of life
and career*

NATIVE LANGUAGE	ROMANIAN
ENGLISH	ELEMENTARY
RUSSIAN	FLUENT

SOCIAL SKILLS AND COMPETENCIES **RESPONSIBLE, EFFICIENT COMMUNICATOR, INTEGRITY, RELIABLE , TEAM MEMBER , LEADERSHIP;**

IT SKILLS AND COMPETENCES Windows, Microsoft Office: Word, Excel, Power Point, Business Studio, SAP
*With computers, specific kinds of
equipment, machinery, etc.*

DRIVING LICENSE Category B