



Renata Ungureanu

Education

Bachelor of Economics

Sep 2012 - Jun 2015

Academy of Economic Studies of Moldova, Chisinau, Republic of Moldova
Faculty of Finance, Speciality of Finance and Banks
(anglophone group)

Employment

Quality Assurance Agent

Oct 2015 - Aug 2017

DYNINNO L.L.C. (ex IQLabs LTD), Chişinău, Republic of Moldova

- supervising policy compliance and ensuring that all the agents follow the company's policies and procedures regarding ticket sales, refunds, cancellations, and exchanges;
- solving conflictual sales by providing the right solutions to customers or travel agents;
- calculating and splitting sales profits among the travel agents according to the company's policies, and providing accurate reports to the management;
- providing mystery calls to the travel agents to test their knowledge of the company's products and services, and providing recommendations for improvement to the management;
- monitoring customer feedback on the company's products and services;

Operations Manager

Aug 2017 - Sep 2021

Promotap LTD, Chisinau, Republic of Moldova

- supervising account managers of two affiliate marketing agencies to ensure meeting their targets, achieving their KPIs, and delivering high-quality services to customers;
- keeping track of all internal documentation related to the companies' operations, including contracts, agreements, and other legal documents;
- issuing invoices, checking and entering deductions, realising and registering payments, collecting outstanding payments;
- maintaining communication with providers and customers to promptly address any issues;
- reporting to management and preparing regular reports for the companies' management alongside recommendations.


Operations Manager


Sep 2021 - Present


XY Incubator LTD, Chişinău, Republic of Moldova


- designing, developing, and improving the accelerator program curricula in order to ensure that the program meets the needs of the target audience;
- planning, allocating resources, monitoring progress and coordinating accelerator programs and events for startups;
- maintaining effective communication with stakeholders such as donors, partners, startups, and mentors, ensuring that all stakeholders are informed of the program's progress and needs;
- managing procurement processes and coordinate the acquisition of necessary resource;
- providing regular reports on the outcomes of the accelerator program and events, providing insights into performance, challenges, and opportunities;
- keeping track of internal documentation, including contracts, agreements, and other documents;


Personal details

 Renata Ungureanu


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 v. Parlita, d. Falesti, Republic of Moldova

 B


 Female


 Moldovan


 Married


 [linkedin.com/in/renata-ungureanu-967636223](https://www.linkedin.com/in/renata-ungureanu-967636223)

Languages

Romanian 

Russian 

English 

French 

- recruiting and managing the team, ensuring that are skilled and motivated.

Internships

Intern at the General Directorate of The State Treasury

Mar 2015 - May 2015

Ministry of Finance of the Republic of Moldova, Chişinău, Republic of Moldova

Volunteer

Mar 2008 - Apr 2010

Caroma - Nord N.G.O., v. Parlita, d. Falesti, Chisinau. Republic of Moldova

Courses

Project Cycle Management

Nov 2013

Academy of Economic Studies of Moldova and Czech Development Agency

Environmental Economics

Dec 2013

Academy of Economic Studies of Moldova and Czech Development Agency

Fostering the Knowledge Triangle in Moldova

Feb 2015

Centre for European Integration Studies within the Academy of Economic Studies of Moldova

References

References available upon request.