

Proposed team and project management

Summary of personnel

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#	Name of personnel	Personnel code	Proposed position	Responsibilities	Years of experience as specialist
1.	Tatiana Berlinschi	KE01	Project Manager	<ul style="list-style-type: none"> - Establish and define the project methodology. - Manage, organize, allocate, and plan the project team of experts. - Lead the team. - Organize and coordinate the implementation of the entire project. - Conduct initial project planning, update plans, set decision points, and identify overlapping activity opportunities. - Regularly report on project progress. - Continuously monitor the progress of the project to ensure it stays on track. - Develop, update, and manage the project communication plan and relationships with all stakeholders. - Facilitate communication within the team and with external stakeholders. - Problem Identification and Resolution - Verify documents prepared by the project team. - Maintain comprehensive project documentation. - Track project allocations and ensure adherence to all deadlines. - Identify and monitor risks. - Propose solutions to avoid and mitigate risks associated with provided services. - Ensure services are delivered according to established deadlines. - Technical Documentation - Work directly with all project experts, MF-ANAF staff, and other development teams involved in the online bidding system. - Provide necessary support to address incidents arising from system implementations and functionality extensions. - Represent the service provider in relationships with all stakeholders and monitor the execution of activities. - Monitor project activities to achieve objectives. - Oversee maintenance activities, resolve management issues, and include training activities. - Ensure appropriate application of change management, human resources, quality, risks, and communication management throughout the project. - Manage project scope, timelines, budget, risks, issues, and project deliverables. 	15 years

2.	Dumitru Virtosu	KE02	System architect	<ul style="list-style-type: none"> - Propose architectural solutions for system components, ensuring compliance with established standards. - Coordinate the integration of system components, considering all direct and indirect interconnections and influences of modifications. - Develop technical solutions for implementing system functionalities, adhering to legislative and business requirements. - Ensure alignment of proposed solutions with existing architectural frameworks. - Document and maintain architectural information and models, updating them as activities progress. - Evaluate technical adherence to agreed architectural principles, recommending modifications or alternative solutions when necessary. - Collaborate with key experts to implement security and confidentiality requirements, ensuring compliance with legislation and security policies. - Monitor and assess system architecture performance, identifying and proposing improvements. - Ensure the architecture supports scalability, reliability, and efficiency. - Provide technical leadership and guidance to teams, ensuring adherence to best practices and standards. - Facilitate communication and coordination among stakeholders to ensure successful architectural implementation. - Conduct regular reviews and audits of the architecture to ensure alignment with business goals and regulatory requirements. 	12 years
3.	Ștefan Condrea	KE03	Business / System Analyst	<ul style="list-style-type: none"> - Translating business requirements into clear and concise functional specifications. - Communicate complex technical concepts to non-technical stakeholders. - Identify areas for process optimization and efficiency enhancement. 	10 years
4.	Sergiu Chernev	KE06	Software developer, Team Lead	Documentation of data requirements, data dictionaries and mapping table; DevOps processes automation and deployment.	10 years
5.	Adrian Ursachi	KE07	Software Developer, Full Stack	Software functional development; Ensure smooth data flow and interoperability.	10 years
6.	Nicoleta Ionaș	KE08	Tester	<ul style="list-style-type: none"> - System requirements analysis. - Design and preparation of user acceptance test cases and execution of tests. - Test full business process functionality. - Delivery demo presentation. - Execute stress, load and security testing. - Train system administrators and user. 	7 years

7	Vadim Balan	KE09	Security Expert		7 years
8	Daniela Motpan	KE10	Project Manager, Assistant	<p>Assist the PM to:</p> <ul style="list-style-type: none"> - Establish and define the project methodology. - Manage, organize, allocate, and plan the project team of experts. - Lead the team. - Organize and coordinate the implementation of the entire project. - Conduct initial project planning, update plans, set decision points, and identify overlapping activity opportunities. - Regularly report on project progress. - Continuously monitor the progress of the project to ensure it stays on track. - Develop, update, and manage the project communication plan and relationships with all stakeholders. - Facilitate communication within the team and with external stakeholders. - Problem Identification and Resolution - Verify documents prepared by the project team. - Maintain comprehensive project documentation. - Track project allocations and ensure adherence to all deadlines. - Identify and monitor risks. - Propose solutions to avoid and mitigate risks associated with provided services. - Ensure services are delivered according to established deadlines. - Technical Documentation - Work directly with all project experts, MF-ANAF staff, and other development teams involved in the online bidding system. - Provide necessary support to address incidents arising from system implementations and functionality extensions. - Represent the service provider in relationships with all stakeholders and monitor the execution of activities. - Monitor project activities to achieve objectives. - Oversee maintenance activities, resolve management issues, and include training activities. - Ensure appropriate application of change management, human resources, quality, risks, and communication management throughout the project. - Manage project scope, timelines, budget, risks, issues, and project deliverables. 	15 years
9.	Anders Nielsen	KE04	Technical Consultant		6 years

10.	Peer Madsen	KE05	Technical Consultant		4 years
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*Note: KE – Key Expert; NKE – Non-Key Expert

Curriculum vitae of personnel

Role: KE01, Project Manager

Family name: **Berlinschi**

First names: **Tatiana**

Date of birth: 03.11.1980

Nationality: Republic of Moldova, Romania

Education:

Institution (Date from - Date to)	Degree(s) or Diploma(s) obtained:
SC Project Management Access Training & Development SRL, Romania (2020)	Target: PMI-Agile Certified Practitioner Certification
SC Project Management Access Training & Development SRL, Romania (2015)	Target: PMP Certification
ProCredit Regional Academy, Macedonia (2009-2010)	Staff Management, Business Planning, Analysis, Finance, Project Management
Academy of Economics, Moldova (1997 – 2002)	Bachelor's degree, International Economic Relations

Language skills: Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

Language	Reading	Speaking	Writing
Romanian	1	1	1
Russian	1	1	1
English	1	1	1
French	1	1	1

Present position: Senior Project manager

Years within the firm: 10

Key areas of expertise:

- Project Management and Business Analysis:
 - o Senior-level experience spanning over 15 years, with a focus on e-government and digital transformation in both private and public sectors.
 - o Proficient in project management methodologies (Agile/Scrum/Kanban, Waterfall) and tools (MS Project, GitLab, Azure DevOps, JIRA).
 - o Strong skills in communication, leadership, organization, negotiation, team management, time management, risk management, problem-solving, and budget management.
 - o Extensive experience in business and system analysis, including analytical, problem-solving, decision-making, negotiation, and persuasion skills.
 - o Certification: [Project Management Institute membership](#), ID 4460487
- Management and Strategic Planning:

- Contribution to strategic direction and alternative service delivery options.
- Development of business and operational plans.
- Supervision of teams, establishment of work objectives and priorities, staffing actions, performance appraisals, and budget management.
- Negotiation of service levels and evaluation of proposals.
- Project Delivery:
 - Assignment of PM staff to larger projects.
 - Monitoring of project delivery and maintenance of project templates and management processes.
 - Management of project teams, chairing meetings, setting objectives, and monitoring outcomes.
 - Resource utilization analysis, development of alternative resourcing approaches, and ensuring continuous communication between teams and departments.
 - Mentoring of project managers and business analysts.

Specific experience in the region:

Country	Date from - Date to
Moldova	2007 - Present

Professional experience:

Date from Date to	Location	Company / employer	Position	Description

<p>May 2023 present</p>	<p>Republic of Moldova</p>	<p>Eempla Systems</p>	<p>Project manager</p>	<p>Nome project: Design, development and deployment of the Information System of NHSI Client: National House of Social Insurance of Moldova Project overview: The project involves design, develop, and deploy an information system for the NHSI in Moldova, managed by the e-Governance Agency. The system aims to modernize government services by improving efficiency, data management, and service delivery social protection sector. Relevant responsibilities:</p> <ul style="list-style-type: none"> - Management and Organization: Responsible for managing, organizing, allocating, and planning the expert team throughout the project. - Project Implementation Coordination: Oversees the entire project implementation to ensure smooth operation and adherence to the plan. - Project Planning: Creates and updates project plans, sets decision points, and identifies opportunities for overlapping activities. - Communication and Stakeholder Management: Develops and updates the communication plan while managing relationships with all project stakeholders. - Problem Identification and Resolution: Identifies potential issues and takes appropriate measures to resolve them. - Document Verification: Verifies the documents prepared by the project team. - Monitoring and Compliance: Tracks project allocations, ensures deadlines are met, and monitors and mitigates risks. - Service Delivery: Ensures services are delivered according to established timelines and requirements. - Technical Documentation: Ensures the delivery of technical documentation and other project deliverables. - Collaboration and Support: Works directly with all experts involved in the project and provides necessary support for incident resolution. - Representation and Monitoring: Represents the service provider in relations with all stakeholders and monitors project activities to achieve objectives. <p>References: Andrei Prisacar, director of E-Governance Agency andrei.prisacar@egov.md</p>
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<p>May 2023 Jul 2024</p>	<p>Republic of Moldova</p>	<p>Eempla Systems</p>	<p>Project manager</p>	<p>Nome project: Design, development and implementation of Retail Platform for Direct Sale of Government Securities Client: international Development Group (USA) on behalf of Ministry of Finance Moldova Project overview: The proposed retail platform aims to democratize access to government securities for individual investors in Moldova, promoting financial literacy and market participation. By integrating with existing eGovernment services and ensuring compliance with regulatory standards, the platform will enhance transparency, efficiency, and accessibility in the financial sector. Relevant responsibilities:</p> <ul style="list-style-type: none"> - Project Planning and Coordination: Develop a detailed project plan outlining tasks, timelines, and resources. Coordinate with the Ministry of Finance, Central Securities Depository, and other stakeholders. Ensure alignment with USAID and IDG guidelines and standards. - Requirements Management: Gather and document detailed functional and non-functional requirements. Ensure compliance with relevant Moldovan and international standards for financial systems and eGovernment services. Facilitate workshops and meetings to finalize specifications. - Implementation Oversight: Manage the development of the platform, including UI design, database design, and interface specifications. Ensure integration with existing systems like CSD, MPAY, MPass, and MSign. Oversee the development of self-service registration, account management, and order management functionalities. - Quality Assurance: Implement quality control processes to ensure the platform meets all specified requirements. Oversee testing phases, including unit testing, system testing, and user acceptance testing. Ensure compliance with AML/CFT regulations and security standards. - Risk Management: Identify and mitigate risks related to project delivery and platform functionality. Manage issues and changes through a formal change control process. Maintain a risk register and ensure contingency plans are in place. - Stakeholder Communication: Provide regular updates to IDG, USAID, and other stakeholders. Ensure clear communication channels among project team members and stakeholders. Prepare and deliver progress reports and presentations. - Training and Support: Coordinate training sessions for IT administrators, key users, and software developers. Ensure the provision of training materials and
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				<p>documentation. Manage post-implementation support and maintenance activities.</p> <ul style="list-style-type: none"> - Financial Management: Develop and manage the project budget, ensuring cost-effectiveness and resource optimization. Oversee financial reporting and compliance with funding requirements. - Regulatory Compliance: Ensure the platform adheres to all relevant regulatory documents governing business objectives and IT system requirements. Implement security measures to protect data integrity and confidentiality. - Documentation and Reporting: Maintain comprehensive project documentation, including design documents, test plans, and user manuals. Ensure documentation of all processes and procedures for future reference and audits. <p>References: Petru Rotaru, Minister of Finance petru.rotaru@mf.gov.md Ion Gumene, State Secretary Ministry of Finance ion.gumene@mf.gov.md</p>
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<p>Jul 2023 Jul 2024</p>	<p>Republic of Moldova</p>	<p>Esempla Systems</p>	<p>Project manager</p>	<p>Nome project: Design, development and deployment of State Register of Legal Entities Client: Public Services Agency of Moldova Project overview: The project aims to modernize the registration and management of legal entities in Moldova by implementing a state-of-the-art information system. This system will streamline processes, improve data accuracy, and enhance access to information, contributing significantly to the digitalization and efficiency of public sector services. Relevant responsibilities:</p> <ul style="list-style-type: none"> - Team Composition Management: Ensure the project team is appropriately composed and staffed with qualified experts. This involves managing the assignment and availability of team members, ensuring that their skills match the project requirements. - Financial Relations: Oversee the project's financial aspects, including budget management, financial reporting, and ensuring that the project stays within budgetary constraints. - Reporting Submission: Ensure timely and accurate submission of all required reports, such as progress reports, financial reports, and any other documentation as specified in the project's terms of reference. - Organizational Tasks: Handle various organizational aspects of the implementation stage, such as scheduling, resource allocation, and coordination of project activities. - Iterative Development Management: Oversee the implementation of the project using an iterative development approach. This involves planning and managing multiple development sprints, ensuring each sprint delivers functional, tested, and documented components of the system. - Agile Development Practices: Facilitate agile development practices, ensuring flexibility and responsiveness to changes in project scope or requirements. This includes maintaining the product backlog, sprint planning, and ensuring continuous communication between the development team and the client. - Client Coordination: Act as the primary point of contact between the project team and the client. Ensure clear and consistent communication, addressing client queries, providing project updates, and ensuring client satisfaction. - Product Owner Interaction: Work closely with the Product Owner to ensure the product backlog is up-to-date and prioritized according to the client's needs. Facilitate regular meetings and discussions to clarify requirements and resolve any issues promptly.
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				<ul style="list-style-type: none">- Quality Control: Implement and maintain quality control processes to ensure that all deliverables meet the required standards and specifications. This includes overseeing testing, code reviews, and ensuring that documentation is comprehensive and accurate.- Risk Management: Identify potential risks to the project, develop mitigation strategies, and monitor risks throughout the project lifecycle. This involves proactive problem-solving and ensuring that any issues are addressed swiftly to minimize impact on the project timeline and quality. <p>References: Mircea Esanu, director of Public Services Agency mircea.esanu@asp.gov.md</p>
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<p>Oct 2021 Jul 2022</p>	<p>Republic of Moldova</p>	<p>Eempla Systems</p>	<p>Project Manager</p>	<p>Nome project: Development of the Informational System on Population and Migration Statistics Client: National Bureau of Statistics, Moldova Project overview: The project aims to create a comprehensive system for managing population and migration statistics, enhancing data quality and reducing costs through automation and integration with various administrative sources. This initiative supports the digitalization and modernization of the public sector by transitioning to register-based censuses, ultimately improving demographic analysis and policymaking in Moldova. Relevant responsibilities:</p> <ul style="list-style-type: none"> - Designed the project management and implementation plan (including project backlog, Implementation Schedule, Change Management Plan with Communication Plan, Training Plan and Risk Management Plan taking into consideration the hybrid implementation approach. - Assisted the business analysis activities and facilitated the communication with other stakeholders including NBS and UNDP. - Participated at the analysis of the Generic Statistical Information Model (GSIM) and Generic Statistical Business Process Model (GSBPM) standard in the implemented data structures and workflows of the Informational System <i>Population and Migration Statistics</i>. - Facilitated the design workshops or individual sessions with NBS representatives after each deployment of the Informational System - Preparer biweekly project management status reports including the overall project status, reporting of issues, achievements and planned activities, milestones, deliverables, and reporting of risks. - Facilitated the communication with external stakeholders (E-Governance Agency and Public Services Agency) during integration with 3rd party systems. - Facilitated consultation on the Informational System <i>Population and Migration Statistics</i> usability through 2 online focus groups. - Coordinated the handover activities. <p>References: Aurelia Spataru, Deputy General Manager of National Bureau of Statistics, aurelia.spataru@statistica.gov.md Igor Condrat, UNFPA, Project manager condrat@unfpa.org</p>
<p>Dec 2020 Nov 2023</p>	<p>Republic of Moldova</p>	<p>Eempla Systems</p>	<p>Project manager</p>	<p>Nome project: Design, development, configuration, deployment of MDelivery Information System</p>

			/ Scum master	<p>Client: E-Governance Agency, Moldova</p> <p>Project overview: The MDelivery is designed to enhance the delivery of public services results (passport, IDs, certificate, etc) by providing a comprehensive digital platform to streamline the process, making it more efficient and accessible for citizens while ensuring robust security and transparency in government operations.</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Ensure the development follows agile principles, allowing for change and flexibility in implementation. - Maintain a product backlog and manage sprint planning in coordination with the Client's priorities. - Provide day-to-day liaison with the Client and ensure internal coordination and guidance of the project experts. - Ensure that the team delivers on time by facilitating the availability of the Product Owner for answering developer questions. - Manage sprint backlogs, ensuring that the top priority items are detailed and distributed to developers at the beginning of each sprint. - Present working products at the end of each sprint for Client acceptance. - Ensure the Product Owner maintains the product backlog and is available for answering questions to avoid project delays. - Involve the Product Owner in stand-up meetings to address progress and blockers immediately. <p>References: Elena Croitor, Product owner, E-Governance Agency elena.croitor@egov.md</p>
Oct 2020 Sep 2021	Republic of Moldova	Esempla Systems	Project Manager	<p>Nome project: Design, development, configuration, deployment of the of the Processing driving license applications system.</p> <p>Client: Center for Information and Communication Technologies in Education, Moldova.</p> <p>Project overview: The proposed information system aims to modernize the management of driving schools and trainees in Moldova by providing digital registration, automated document verification, and detailed reporting. This system enhances the quality of driver education, ensure regulatory compliance, and improve the efficiency and transparency of the accreditation process, contributing to the broader goal of digitalizing public services and reducing corruption in the public sector.</p> <p>Relevant responsibilities:</p>

				<ul style="list-style-type: none"> - Develop a comprehensive Project Plan within 28 days from the effective date of the contract. This plan should encompass project management, milestone and deliverables list, detailed implementation schedule, quality management, risk management, and operational acceptance testing plans. - Ensure the Project Plan aligns with the Purchaser’s requirements and address any non-conformities promptly to obtain formal approval. - Oversee the preparation and submission of essential technical documents for approval, including the Project Management Plan, Requirements Analysis Document, Software Architecture Document, and Training Plan. Ensure these documents meet the specified provisions of the contract or good industry practices. - Review and approve supplier submissions within 14 days, providing clear feedback or approvals as needed. Manage any disputes regarding document disapprovals effectively. - Submit progress reports every two weeks summarizing results achieved, deviations from the schedule, corrective actions, resources needed, and any potential issues impacting project progress. - Ensure timely and accurate reporting to keep all stakeholders informed about project status and any necessary adjustments. - Represent the Purchaser on all day-to-day matters related to the system or arising from the contract. Coordinate effectively with the Supplier’s Representative and manage interactions with other involved parties to avoid delays or conflicts. - Act as the primary point of contact for all project-related communications, ensuring clear and consistent information flow among all stakeholders. - Develop and implement a Risk Management Plan to identify and manage potential project risks proactively. - Ensure that the Quality Management Plan is followed, maintaining high standards for all deliverables and compliance with acceptance criteria. - Oversee the development and delivery of training programs for end-users and IT specialists to ensure smooth system adoption and operation. <p>References: Arcadie Malearovici, Director, Center for Information and Communication Technologies in Education, arcadi.malearovici@ctice.gov.md</p>
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<p>Jul 2020 Oct 2020</p>	<p>Republic of Moldova</p>	<p>Eempla Systems</p>	<p>Product owner / Project manager</p>	<p>Nome project: Development and implementation of a suite of x3 software application (DocSign, DocStore, and DocShape) to facilitate the document management and e-signature processes</p> <p>Clients: Moldindconbank, Eurocreditbank (<i>Banking</i>); In Vitro Diagnostic (Medicine); Ultra (<i>Distribution and Retail</i>); Moldova Gaz (<i>Energy</i>); Public Services Agency (<i>public sector</i>)</p> <p>Project overview:</p> <ul style="list-style-type: none"> - DocSign provides electronic signature enabling users to sign (qualified signature), send, and manage documents digitally. - DocStore is an archiving application designed to streamline document storage, retrieval, and management. <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Define product vision and strategy, aligning with business objectives and user needs, and setting the roadmap for DocSign, DocStore and DocShape to maximize value. - Engage continuously with stakeholders to gather insights, manage expectations, and align product vision with market demands and goals. - Maintain and prioritize the product backlog, detailing user stories, setting sprint goals, and prioritizing tasks based on business value and feedback. - Collaborate with the development team to break down work items, refine acceptance criteria, and ensure smooth task execution. - Facilitate regular communication with stakeholders through meetings, updates, and feedback sessions to maintain alignment and support. - Act as the primary liaison between the development team and stakeholders, ensuring effective communication of needs and expectations. - Conduct user research, including interviews and surveys, to understand needs, pain points, and preferences, informing product decisions. - Lead the agile team, adhering to agile principles, defining and writing user stories, setting priorities, and facilitating sprint planning and reviews. - Work with the Scrum Master to ensure smooth daily operations of the agile team and successful product increment delivery. - Collaborate with UX/UI designers to create an intuitive, user-friendly design, and oversee implementation and usability testing to validate and adjust designs. <p>References:</p> <ul style="list-style-type: none"> - Mihai Ursu, Chief Digital Officer (in period of assignment), Moldindconbank, Linkedin
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				<ul style="list-style-type: none"> - Nicolae Romanschi, Product Owner, Moldindconbank nicolai.romanschi@micb.md - Iurie Cataraga, First Vice President, Eurocreditbank i.cataraga@ecb.md - Marin Balanuta, CEO In Vitro Diagnostic marin.balanuta@invitro.md - Mihai Andreev, CEO Ultra Systems Mihai.andreev@ultra.md
Dec 2019 Oct 2020	Republic of Moldova	Eempla Systems	Scrum master, Trainer	<p>Nome project: Design, development, configuration, deployment of the MNotify information system</p> <p>Client: e-Governance Agency</p> <p>Project overview: MNotify is a comprehensive customer engagement platform that facilitates effective communication between businesses and their customers through various channels. Initially developed as part of the e-Governance initiative in Moldova, the system addresses the need for efficient, reliable, and secure electronic notifications. MNotify supports multiple notification channels including emails, SMS, push notifications, and instant messaging, enabling seamless communication for public service providers.</p> <p>Relevant responsibilities:</p>

				<ul style="list-style-type: none"> - Manage the project team and ensure resource availability. - Organize kick-off meetings and initial backlog discussions. - Conduct Client site visits for training and issue resolution. - Collaborate with the Client on sprint durations and priorities. - Detail and distribute the sprint backlog to developers. - Report to the Product Owner and Client’s Chief Digital Officer. - Maintain clear and efficient communication with the Client. - Ensure each sprint delivers a functional and tested product. - Address Client-reported defects during the warranty period. - Provide end-user training and develop training materials. - Develop technical and end-user documentation per Client requirements. - Ensure compliance with legal and regulatory documents. - Adhere to the agreed development process and technology stack. - Consult with business and product owner to prioritize and shape the product backlog using Agile practices. - Assist in elaborating user stories and supporting team members. - Facilitate Agile ceremonies: Backlog Refinement, Daily Stand-up, Iteration/Release Planning, Showcases/Sprint Review, and Retrospective. - Create low or high-fidelity prototypes. - Provide subject matter expertise in specific functional areas. <p>References: Andrei Prisacar, director of E-Governance Agency andrei.prisacar@egov.md</p>
Nov 2018 Oct 2022	Republic of Moldova	Eempla Systems	Project Manager, Trainer	<p>Nome project: Facilitate the development of National e-Procurement system (MTender).</p> <p>Client: Ministry of Finance, Moldova</p> <p>Project overview: MTender is Moldova's digital public procurement system designed to enhance transparency and efficiency in government spending. Launched with the support of the European Bank for Reconstruction and Development (EBRD), MTender streamlines the procurement process from planning to payment, reducing corruption and saving approximately €25 million since its implementation in 2018. The system promotes fair competition and has increased the supplier base by 30%, offering significant benefits to both public and private sectors, including SMEs.</p> <p>Relevant responsibilities:</p>

				<ul style="list-style-type: none"> - Engage with the Ministry of Finance, Public Procurement Agency, and other relevant government bodies to ensure alignment with national procurement policies and legislative requirements. - Maintain communication with organizations like the European Bank for Reconstruction and Development (EBRD) to secure funding, technical support, and adhere to international standards (Open Contracting Partnership). - Work with business associations, NGOs, and commercial electronic platforms to promote the system, gather feedback, and ensure broad adoption and trust in the system. - Develop detailed project plans outlining phases, milestones, and timelines to ensure the project progresses as planned. - Identify potential risks (e.g., technical, legal, financial) and develop mitigation strategies to address them proactively. - Ensure appropriate allocation of resources, including budget management (Esempla own investment of 450.000 USD), personnel (Team of 12 members), and technological assets, to meet project objectives effectively. - Implement a hybrid approach using Agile/Scrum and Waterfall methodologies for the procurement platform development phase and Kanban for the service delivery phase. - Oversee the development of the MTender platform, ensuring it meets functional and non-functional requirements. This includes integrating tools like e-Factura, MSign, MPay, MNotify and ensuring compatibility with MCloud and other state registers. - Implement rigorous testing protocols to ensure the platform’s reliability, security, and performance. This includes managing pilot phases and gathering user feedback to refine the system. - Develop and deliver training programs for government officials, suppliers, and other stakeholders to ensure they can effectively use the platform. This includes organizing workshops for 700 public authorities representatives, webinars, and creating user manuals . - Establish support mechanisms to assist users with technical issues, provide guidance on procurement processes, and ensure smooth operation of the platform (MTender) - Track project progress against key performance indicators (KPIs) and project milestones. Use data analytics tools to monitor system usage, efficiency gains, and cost savings.
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				<ul style="list-style-type: none"> - Provide regular updates to all stakeholders, including detailed reports on project status, challenges, successes, and any adjustments to the project plan. - Implement mechanisms to collect and analyze user feedback continuously. Use this feedback to make iterative improvements to the platform, ensuring it remains user-friendly and meets evolving needs. - Conduct business requirements analysis with stakeholders, including interviewing and focus groups with the Ministry of Finance, EBRD (as the main contractor), E-Governance Agency, Public Service Agency, State Tax Service, and others. <p>References: Lurie Cicibaba, Deputy Minister of Finance (in the period of assignment), icicibaba@gmail.com Ruslan Malai, Director of Public Procurement Agency ruslan.malai@tender.gov.md</p>
Nov 2016 Oct 2017	Republic of Moldova	Esempla Systems	Project Manager	<p>Name project: Design, development, and installation of the e-Integrity information system Client: National Integrity Authority, Moldova Project overview: The e-Integritate Information System is designed to streamline the submission, archiving, verification, and analysis of personal asset and interest declarations. It allows individuals to submit their declarations electronically using a digital signature. The system enhances transparency and efficiency by automating the verification process and utilizing external data sources from state registers. Developed with the support of the World Bank, it includes multiple modules such as the electronic register of declaration subjects and tools for online declaration submission. This system is part of Moldova's strategic plan for e-Governance and aims to provide easy electronic access to public information for both citizens and institutions. Relevant responsibilities:</p>

				<ul style="list-style-type: none"> - Develop a comprehensive project plan that includes detailed project deliverables, success criteria, dependencies, change control processes, and risk management strategies. Monitor project progress, performance, and quality, and escalate risks as necessary to ensure project objectives are met. - Ensure that the necessary resources (human, financial, technological) are allocated appropriately and available when needed. - Maintain regular communication with all stakeholders, including government officials, ANI staff, IT service providers, and the public. Organize meetings, provide updates, and address concerns to ensure alignment and transparency. - Implement transparent reporting practices, providing regular progress reports to stakeholders and maintaining open communication lines to build trust and ensure accountability. - Oversee the design, development, and installation of the e-Integrity information system. Ensure it meets the required specifications and standards, facilitating online submission, archiving, automatic verification, and analysis of wealth and personal interests' statements. - Ensure seamless integration of the e-Integrity system with other governmental systems and databases, including the government PaaS (MPass, MSign, MLog, MNotify, MConnect), registers of population, legal entities, fiscal register, cadaster, customs, and border police information systems. - Implement robust audit and quality control measures to ensure the integrity of the system. Conduct regular audits and inspections to verify the accuracy and reliability of the system and its data. - Ensure strong security measures are in place to protect sensitive data and prevent unauthorized access. - Develop and implement training programs for ANI staff, integrity inspectors, and public officials on how to use the e-Integrity system effectively. sessions to ensure all users are proficient. - Establish a support system to assist users with any technical issues they encounter. Set up a helpdesk and provide ongoing technical support and maintenance to ensure continuous system operation. - Continuously monitor the performance of the e-Integrity system to ensure it is functioning as intended. Track key performance indicators (KPIs) and make necessary adjustments to improve system performance during 2 years after implementation. <p>References: Lilian Chisca, President</p>
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				lilian.chisca@ani.md
2014 2017	Republic of Moldova	Esempla Systems	Project Manager	Nume proiect: Digital transformation projects in banking sector in Moldova Clients: Procreditbank, Mobiasbanca (OTP Group), Victoriabank

				<p>Project overview:</p> <ul style="list-style-type: none"> - Implemented Document Management Systems (DMS) designed to enhance automate business workflows. - Integrated OCR technology for the automatic processing of payment orders, significantly reducing manual processing time and errors. - Enhanced data security measures to comply with stringent banking regulations, ensuring the protection of sensitive information. - Improved operational efficiency and reduced costs through process automation and workflow optimization. <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Led the planning phase, defining project scope, objectives, and deliverables. - Developed detailed project plans, schedules, and resource allocation strategies. - Continuously monitored project progress against timelines and budget, initiating corrective actions as needed to ensure alignment with goals. - Identified, assessed, and managed project risks, developing comprehensive contingency plans to mitigate potential issues. - Ensured proactive risk communication and implemented risk response strategies to minimize impact on project delivery. - Applied rigorous change control processes to manage project changes, ensuring minimal disruption to project timelines and objectives. - Implemented configuration management practices to maintain project documentation and deliverables integrity. - Reported on project progress through highlight reports, end-stage assessments, and stakeholder briefings. - Conducted thorough project evaluation reviews to assess management effectiveness and identify areas for improvement in future projects. - Ensured seamless integration with existing banking systems and compliance with regulatory requirements. <p>References:</p> <ul style="list-style-type: none"> - Alexandru Cumatrenco, Head of Treasury (in the period of assignment), Victoribank Banca Transilvania Linkedin - Stela Ciobanu, Vice-President (in the period of assignment), Mobiasbanca Groupe Societe Generale Linkedin - Vlad Gârbu, President of Procreditbank (in the period of assignment).
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2011 2013	Republic of Moldova	Procreditbank Moldova	Head of business support unit	<p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Engage with key stakeholders, including business heads, CIOs, and CTOs, to ensure clear communication and alignment on project goals and priorities. Provide regular updates on project progress, addressing concerns and managing expectations. - Supervise data validation and cleaning processes to ensure data accuracy and consistency before migration. Develop and implement contingency plans to safeguard data integrity during migration. - Oversee customization efforts to ensure the new system meets the bank's operational requirements. Manage the integration of the new system with existing tools, such as CRM systems and fraud detection solutions, ensuring seamless functionality. - Develop and implement comprehensive training programs for all users, ensuring proficiency with the new system. Lead change management initiatives to address and mitigate employee resistance, fostering a culture of acceptance and adaptability. - Plan and oversee phased testing, including unit testing, integration testing, and user acceptance testing. Engage real users in the testing process to gather authentic feedback and identify potential issues early. - Ensure a seamless transition to the new system, minimizing disruption to daily operations and communicating any anticipated downtimes in advance. Monitor the system post-implementation, promptly addressing any issues and refining functionalities to enhance performance and user experience. - Schedule and oversee regular updates and maintenance to keep the system current with evolving trends and security requirements. - Implement a continuous improvement process, gathering and acting on feedback to refine and enhance the system. - Identify potential risks and develop mitigation strategies to address them proactively. Ensure the project complies with all relevant regulatory and security requirements, conducting regular assessments and updates as needed.
2008 2009	Republic of Moldova	Procreditbank Moldova	Branch manager	<p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Bank's branch activity coordination. - Staff training and performance monitoring. - Clients' portfolio development. - Work processes planning and control. - Business planning.

Rol propus: KE02, System architect

Family name: **Virtosu**

First names: **Dumitru**

Date of birth: 16.02.1986

Nationality: Republic of Moldova, Romania

Education:

Institution (Date from - Date to)	Degree(s) or Diploma(s) obtained:
Technical University of Moldova, Chisinau, Faculty of Computers, Informatics and Microelectronics. 2005-2009	Bachelor's Degree

Language skills: Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

Language	Reading	Speaking	Writing
Romanian	1	1	1
Russian	1	1	1
English	2	2	2

Present position: System architect, Project manager

Years within the firm: 10

Key areas of expertise:

Professional Certification

- AWS Certified DevOps, 2019
- AWS Certified SysOps, 2019
- AWS Certified Solution Architect, 2018

Professional Qualifications

System Architecture and Development Skills

- **Software Architecture:**
 - o Design and implementation of Microservices, Event-Driven, and Client-Server architectures.

- Extensive experience in creating scalable, high-performance systems using architectural patterns like Modular, Layered, and Hexagonal.
- **Programming Languages:**
 - **Java:** Advanced proficiency in Java SE/EE, Spring Framework, Hibernate, and related technologies.
 - **.NET:** Extensive experience with the .NET ecosystem, including ASP.NET, Entity Framework, and WCF.
 - **PHP:** Proficient in developing web applications using PHP frameworks such as Laravel, Symfony, and Zend.
- **Web Technologies:**
 - Front-end development using Angular and JavaScript.
 - Integration of RESTful services and API development.
- **Databases:**
 - Design, implementation, and optimization of databases like PostgreSQL, MySQL, MSSQL, H2, and MongoDB.
- **Cloud and DevOps:**
 - Deployment and management of applications on AWS and Azure platforms.
 - Expertise in CI/CD pipelines using GitLab CI, Jenkins, and other tools.
 - Infrastructure as Code (IaC) with Terraform and AWS CloudFormation.
 - Containerization using Docker and orchestration with Kubernetes.
- **Testing and Quality Assurance:**
 - Comprehensive testing strategies including Unit, Integration, Functional, Acceptance, Performance, and Security tests.
 - Tools and frameworks such as Junit, Selenium, Mockito, and SonarQube.
- **Development Tools and Practices:**
 - Proficient with version control systems like GitLab, GitHub, and Azure DevOps.
 - Strong advocate of Agile methodologies (Scrum, Kanban) and DevOps practices.
 - Utilization of logging and monitoring tools like ELK Stack, Grafana, and Prometheus.

Project Management and Analysis Skills

- **Project Management:**
 - Effective resource and risk management, change management, and project budgeting.
 - Experience in facilitating Agile ceremonies and managing project lifecycles from conception to delivery.
- **Business and System Analysis:**
 - Proficient in analyzing business requirements and translating them into technical specifications.

- Strong background in database design, data visualization, and data mining.

Other Relevant Skills

- **Frameworks and Standards:**

- In-depth knowledge of TOGAF 9.2, SDLC, ITIL 4, MoReq 2, and OCDS.
- Expertise in creating and maintaining technical documentation using Swagger and API Blueprint.

Specific experience in the region:

Country	Date from - Date to
Moldova	2007 - Present

Professional experience:

Date from - Date to	Location	Company / employer	Position	Description

<p>May 2023 Jul 2024</p>	<p>Republic of Moldova</p>	<p>Esempla Systems</p>	<p>System architect</p>	<p>Nume proiect: Design, development and implementation of Retail Platform for Direct Sale of Government Securities Client: International Development Group (USA) on behalf of Ministry of Finance Moldova / FSTA Project (USAID) Project overview: The proposed retail platform aims to democratize access to government securities for individual investors in Moldova, promoting financial literacy and market participation. By integrating with existing eGovernment services and ensuring compliance with regulatory standards, the platform will enhance transparency, efficiency, and accessibility in the financial sector. Relevant responsibilities:</p> <ul style="list-style-type: none"> - Define System Architecture: Establish and document the overall architecture of the retail platform, ensuring it aligns with both business objectives and technical requirements. - Integration Management: Oversee the integration of the platform with various external systems: CSD (State Treasury), MPAY (gov.payment service), MPASS (gov. auth.service), MSIGN (gov.sign.service), MNOTIFY (gov.notify.service), ensuring secure and seamless data exchange. - Technical Leadership: Lead the development team in implementing the platform’s functional and non-functional requirements, including account management, order processing, and secure communications. - Compliance Assurance: Ensure that the platform complies with AML/CFT (Anti Money Laundry and Combating the Financing of Terrorism) regulations and other relevant Moldovan legislation, incorporating best practices for security and data protection. - Performance Optimization: Monitor and optimize the performance of the platform to handle high volumes of transactions efficiently, providing a smooth user experience for retail investors. - Risk Management: Identify potential risks related to system integration, data security, and regulatory compliance, and develop mitigation strategies to address them. - Documentation and Training: Provide comprehensive documentation for the system architecture, integration processes, and user guides. Conduct training sessions for administrators and key users to ensure they are well-versed in operating the platform. - Stakeholder Communication: Maintain clear and regular communication with project stakeholders, including the Ministry of Finance, State Treasury, The
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				<p>Central Securities Depository, National Bank of Moldova, and other involved entities, to keep them informed of project progress and address any concerns.</p> <p>Technology stack: 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.</p> <p>References: Sergiu Bagri, Project Manager, Minister of Finance serghei.bagrii@ctif.gov.md Ion Gumene, State Secretary Ministry of Finance ion.gumene@mf.gov.md</p>

<p>Apr 2021 May 2024</p>	<p>Republic of Moldova, USA</p>	<p>Esempla Systems</p>	<p>System architect</p>	<p>Nome project: Development and implementation of a Record Management System Client: GRM Project overview: GRM's Record Management software, a key component of their Visual Vault platform, is designed to preserve, protect, and manage important documents through their entire lifecycle. The software ensures compliance with corporate governance policies by facilitating efficient document retention, archiving, and destruction processes. Its features include secure cloud storage, automated workflow management, and advanced data analytics powered by AI and machine learning. This system helps businesses manage records in both physical and digital forms, ensuring quick access and regulatory compliance. Relevant responsibilities:</p> <ul style="list-style-type: none"> - Develop and design the overall architecture for the document management system, ensuring it meets both business and technical requirements. - Select appropriate technologies, platforms, and vendors that align with the organization's goals and IT standards. - Create detailed technical documentation, including diagrams, models, and specifications, to guide development teams. - Oversee and support software development teams, ensuring compliance with the architectural vision and technical quality standards. - Manage and balance architectural constraints such as cost, resources, scope, and compliance to ensure successful project delivery. - Conduct comprehensive research and analysis of different technologies to ensure the selected solutions are effective and scalable. - Collaborate with various stakeholders to understand business requirements and translate them into technical solutions. - Provide technical leadership and guidance throughout the project lifecycle, from conception to deployment and maintenance. - Develop and implement data migration strategies and ensure data integrity and security during the transition. <p>Technology stack: IaaS: AWS, PaaS: LoadBalancer, EC2, S3, SQS, API Gateway, Route53, RDS, Postgres. Programming: Java 19, Spring Boot, JHipster, Angular, Kafka, Minio, ElasticSearch. References: Dmitry Usvetov, VP of IT, dusvetov@grmdocument.com Recommendation Letter</p>
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	Republic of Moldova	Esempla Systems	System architect	<p>Nome proiect:</p> <p>Client:</p> <p>Project overview:</p> <p>Relevant responsibilities:</p> <p>References:</p>
Apr 2018 Oct 2020	Moldova	Esempla Systems	System architect	<p>Nome proiect: Facilitating the implementation of e-procurement system (MTender) in Moldova</p> <p>Client: Ministry of Finance, Moldova</p> <p>Project overview: MTender is Moldova's digital public procurement system designed to enhance transparency and efficiency in government spending. Launched with the support of the European Bank for Reconstruction and Development (EBRD), MTender streamlines the procurement process from planning to payment, reducing corruption and saving approximately €25 million since its implementation in 2018. The system promotes fair competition and has increased the supplier base by 30%, offering significant benefits to both public and private sectors, including SMEs.</p> <p>The Mtender architecture consists of the Central Database Unit (CDU) installed and runned by the Ministry of Finance and x3 private e-procurement platforms. Esempla Systems developed and is running the e-Licitatie platform.</p> <p>Relevant responsibilities:</p>

				<ul style="list-style-type: none"> - Design and develop the overall architecture of the e-Licitatie e-procurement system, ensuring it meets all functional and non-functional requirements. - Accountable for architectural and database design, system analysis, and team management. - Define and manage system specifications, technical standards, and development guidelines. - Oversee the integration of various components within the MTender system, including third-party applications and services. - Ensure the security, scalability, and reliability of the e-procurement platform. - Develop and maintain documentation related to system architecture, including diagrams, data models, and configuration details. - Conduct code reviews and provide guidance to development teams to ensure adherence to architectural standards. - Implement Agile and DevOps best practices for software development. - Monitor system performance and implement improvements to optimize efficiency and reduce downtime. - Participate in defining of product roadmap and vision with upper management and stakeholders, considering operational development plans and potential improvements. - Handle communication and coordination with external technical teams (EBRD, MoF, e-Governance Agency) - Maintain current production software 24/7, develop operational processes, and continuously review operational metrics. <p>Technology stack: Java, PHP, Go, Kafka, PostgreSQL, Docker, Kubernetes, Power BI, Selenium, K6, Siege, Test Café, Swagger, Postman, AWS.</p> <p>References: Iurii Cicibaba, Project manager (in the period of assignment), Ministry of Finance LinkedIn</p>
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<p>Dec 2019 Sept 2020</p>	<p>Republic of Moldova</p>	<p>Esempla Systems</p>	<p>System architect</p>	<p>Nume proiect: Design, development, configuration, and deployment of MNotify information system. Client: E-Governance Agency, Moldova Project overview: MNotify is a comprehensive customer engagement platform that facilitates effective communication between businesses and their customers through various channels. Initially developed as part of the e-Governance initiative in Moldova, the system addresses the need for efficient, reliable, and secure electronic notifications. MNotify supports multiple notification channels including emails, SMS, push notifications, and instant messaging, enabling seamless communication for public service providers. Relevant responsibilities:</p> <ul style="list-style-type: none"> - Designing the overall system architecture, ensuring it meets both current and future needs, and aligns with open standards and service-oriented architecture principles. - Overseeing the integration of MNotify with existing government services and third-party systems, ensuring seamless data exchange and interoperability. - Ensuring the system is secure by design, implementing necessary security controls to protect against vulnerabilities, and complying with relevant legal requirements. - Ensuring the system can handle the required load, including 1.000 concurrent external requests and 2.000.000 daily transactions, while maintaining performance standards. - Leading the agile development process, ensuring iterative development and deployment, and managing the product backlog in collaboration with the Product Owner. - Ensuring comprehensive documentation is created and maintained, including system architecture, API integration guides, and user manuals, and that the system complies with all regulatory requirements. - Implementing and managing CI/CD pipelines to automate deployment processes, including database initialization and system upgrades. - Maintaining regular communication with stakeholders, including the e-Governance Agency, to ensure their requirements are met and providing updates on project progress. <p>Technology stack: C#, ASP.NET MVC Core, Entity Framework, Angular, MS SQL, Docker, and Kubernetes, Aure DevOps. References:</p>
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				<p>Andrei Prisacar, director of E-Governance Agency, andrei.prisacar@egov.md Artur Reaboi, Principal Information Systems Architect of E-Governance Agency Artur.reaboi@egov.md</p>
<p>Dec 2017 Mar 2018</p>	<p>Republic of Moldova</p>	<p>Esempla Systems</p>	<p>System architect</p>	<p>Nome proiect: Development and implementation of the Register of Mobile Warranties Client: Ministry of Justice, Moldova Project overview: The Register of Mobile Warranties is a digital platform managed by the Ministry of Justice, designed for the registration, storage, and verification of security interests over movable property, including financial leases. This system enhances the legal framework by ensuring that all operations related to the registration, modification, and cancellation of these interests are conducted electronically, thereby eliminating paper-based processes. It aims to provide a centralized, accessible database for stakeholders, promoting transparency and efficiency in securing mobile assets. Relevant responsibilities:</p>

				<ul style="list-style-type: none"> - Design the overall system architecture for the securities registration platform, ensuring scalability, reliability, and security. - In charge of the technical part of the project, including technology stack, and overseeing sprint planning for development and coordination. - Implement robust security protocols to protect sensitive financial data and ensure compliance with relevant cybersecurity regulations. - Oversee the management of large volumes of data, ensuring data integrity, accuracy, availability, and migration from the legacy register. - Ensure seamless integration with other government and financial systems, such as Tax service, Public Services Agency, and government services (Mpay, Mpass, Msign, Mlog) - Ensure the system complies with all national and international regulations related to securities and financial data management. - Lead the project management activities, including planning, executing, and overseeing all phases of the system's development and implementation. - Assist the client project manager with planning next steps and new features by providing technical insight. - Collaborate with various stakeholders, including government officials, financial experts, and regulatory and IT professionals, to ensure the system meets all user and regulatory requirements. - Implement and oversee a comprehensive quality assurance process to ensure the system functions as intended and meets all specified requirements. - Maintain thorough and up-to-date technical documentation for the system, covering all aspects of design, implementation, and operation. - Deployment stage on government cloud infrastructure (Mcloud). <p>Technology stack: Java, Spring, Postgres.</p> <p>References: Pavel Burgelea, counselor of Minister of Justice (in period of assignment) Linkedin</p>
Nov 2016 Oct 2017	Republic of Moldova	Esempla Systems	System architect	<p>Nume proiect: Design, development, and installation of the e-Integrity information system</p> <p>Client: National Integrity Authority, Moldova</p>

				<p>Project overview: The e-Integritate Information System is designed to streamline the submission, archiving, verification, and analysis of personal asset and interest declarations. It allows individuals to submit their declarations electronically using a digital signature. The system enhances transparency and efficiency by automating the verification process and utilizing external data sources from state registers. Developed with the support of the World Bank, it includes multiple modules such as the electronic register of declaration subjects and tools for online declaration submission. This system is part of Moldova's strategic plan for e-Governance and aims to provide easy electronic access to public information for both citizens and institutions</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Accountable for designing the architecture of the system, including database design. - Oversee the integration of the system with third-party systems like the State Tax Service, Customs, Border Police, Cadaster, Registers of Legal Entities, population, Transport units, and government digital services (MPass, MSign, MLog, Mnotify) to ensure seamless data flow and interoperability. - Ensure the system performs efficiently under various loads by optimizing code, database queries, and infrastructure, addressing issues identified during performance testing. - Implement data validation mechanisms to prevent the input of invalid data, ensuring data integrity across all system modules. - Ensure the user interface is intuitive, accessible, enhancing usability for all users. - Providing regular reports to stakeholders about system status and any issues encountered. - Determining project requirements, developing work schedules for the team, and collaborating with team members to identify and fix technical problems. - Supervising releases and deployment on the production environment. <p>Technology stack: PHP, Yii 2 Framework, Postgres.</p> <p>References: Lilian Chisca, President lilian.chisca@ani.md</p>
2014 2015	Moldova	Esempla Systems	System architect	<p>Nome project: Development and implementation of e-Apostille information system Client: Ministry of Justice, Moldova Project overview:</p>

				<p>The e-Apostille system in Moldova, implemented as part of the Hague Apostille Convention, enables the electronic issuance and verification of Apostilles for public documents. This system allows documents to be submitted online and digitally signed, providing a secure and efficient method for document authentication. This transition from paper to electronic Apostilles reduces processing time, lowers costs, and minimizes bureaucratic barriers, benefiting approximately 100,000 people annually, particularly those living abroad.</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Design the architecture and select appropriate technologies and frameworks to handle the systems' operations. - Ensure seamless integration with existing government portals and services, such as the state electronic payment service Mpay, electronic signature service Msign, authentication service Mpass. - Implement advanced security measures to protect sensitive data and ensure the authenticity and integrity of the documents including encryption, secure access controls, and compliance with international standards for electronic document certification. - Develop a user-friendly interface that allows applicants to easily submit documents, track the status of their applications, and download the electronically signed Apostilles. - Keep the system compliant with national and international regulations related to document authentication and electronic signatures. - Coordinate with various stakeholders, including government officials, legal experts, and IT professionals, to ensure the successful deployment and ongoing maintenance of the e-Apostille system. <p>Technology stack: Php, Yii2 Framework, Postgres.</p> <p>References: Pavel Burgelea, counselor of Minister of Justice (in period of assignment) Linkedin</p>
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Rol propus: KE03, Business / System Analyst

Family name: **Condrea**

First names: **Ştefan**

Date of birth: 13.10.1976

Nationality: Republic of Moldova, Romania

Education:

Institution (Date from - Date to)	Degree(s) or Diploma(s) obtained:
Project Management Institute (2023)	Agile Certified Practitioner preparation course; Target: PMP Certification
	IT project management based on ISO 21500 and PMI PMBOOK preparation course, Project Management Institute
LINK Academy Romania (2014 – 2015)	Certified IT Management
Public Administration Academy under the President of Moldova (2002 - 2003)	Master degree of Public Administration, Faculty of Management
Technical University of Moldova (1993 -1998)	Bachelor’s degree, Faculty of Computers, Informatics (Computer Science) and Microelectronics/ Information Technology, Computer Science Engineer

Language skills: Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

Language	Reading	Speaking	Writing
Romanian	1	1	1
Russian	1	1	1
English	1	1	1

Present position: Business analyst, Project manager

Years within the firm: March 2021 - Present

Key areas of expertise:

- 10 years’ experience of working with/within international organizations and central level public authorities on the field of implementing of enterprise-level information systems in public procurement, public finance, and elections, and public administration.
- Proficiency in creating business process models and documenting them using Business Process Model Notation (BPMN 2.0)
- Experience with BPM technologies: UML, Enterprise architect, Lucid Chart, jBPM
- Excellent knowledge of ICT related standards, methodologies, and e-Government initiatives, proved during projects implementation in Ministry of Finance, Public Procurement Agency, E-governance agency, and other.
- Experienced trainer within public sector. Delivered more than 45 trainings on using new software and implementing new / optimized business processes or legal provisions.
- Experience with SDLC, DevOps and Agile (Scrum, Kanban), and Waterfall methodologies.

Specific experience in the region:

Country	Date from - Date to
Moldova	2007-Present
Kyrgyzstan	May 2016 – Aug 2016
Georgia	Nov 2015 – Apr 2016
UK	May 2020 - Feb 2021

Professional experience:

Date from - Date to	Location	Company / employer	Position	Description
May 2023 - Present	Moldova	Esempla Systems	Business analyst	<p>Name project: Design, development and deployment of the Information System of NHSI</p> <p>Client: National House of Social Insurance of Moldova</p> <p>Project overview: The project involves design, develop, and deploy an information system for the NHSI in Moldova, managed by the e-Governance Agency. The system aims to modernize government services by improving efficiency, data management, and service delivery social protection sector.</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - 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.

				<ul style="list-style-type: none"> - 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. <p>References: Andrei Prisacar, director of E-Governance Agency andrei.prisacar@egov.md</p>
Apr 2022 Apr 2023	Moldova	Esempla Systems	Business analyst	<p>Nome project: Development and implementation of the Registry of Financial Statements</p> <p>Client: National Bureau of Statistics, Moldova</p> <p>Project overview: The project scope is to develop and implement a comprehensive digital Registry of Financial Statements (RFS) for Moldova, integrating various data sources into a standardized format and enhancing public access to financial data while ensuring compliance with national and EU regulations.</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Performed business analysis and develop related documentation, - Described and coordinated the specifications of the software according to the current legislation, statement of work, and functional and technical requirements. - Conducted design workshops with stakeholders after each deployment. - Defined the data requirements for financial statements and design the data dictionary necessary to define the data structures of the financial statements; mapping tables between metadata system of external IT systems and RFS; mapping tables between data

				<p>categories of each type of financial statements and common XBRL schema.</p> <ul style="list-style-type: none"> - Contributed to the design of the common XML schema based on XBRL standard for all types of financial statements. <p>Reference: Oleg Cara, General director of NBS oleg.cara@statistica.md Galina Cicanci, Senior Private Sector Specialist, IFC gcicanci@ifc.org</p>
May 2020 Feb 2021	Moldova	Trascom Logistic LTD, UK	Business analyst, Trainer	<p>Num project: Development and implementation of delivery management information system.</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Assessed needs and analysed gaps. - Defined the Project Scope. - Defined Product strategy and roadmap. - Performed Management of the Product Backlog (identified technics to refine and manage Product backlog). - Business process analysis and reengineering. - Monitoring & control Project risks. - Coached the team on agile frameworks and processes. - Workshops, presentations to stakeholders. - Development of users guides, training materials and conducted user trainings. <p>References: Domnica Baltag, Director transcom.logistic.ltd@gmail.com</p>
Mar 2018 Apr 2020	Moldova	Ministry of Finance, Centre of Information Technologies in Finance	Head of Direction of resources and information systems in public finances	<p>Num project: Coordinating the maintenance and process development of 19 information systems on public finance, automated financial data collection, data storage and reporting, owned by the Ministry of Finance</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Managed the process of development and maintenance operational planning, coordinating, and monitoring of implementation plans. - Performed risk assessment and developed risk response strategies. - Developed and coordinated technical documentation related to implementation of information systems.

				<ul style="list-style-type: none"> - Supervised in-house and outsourced development of information systems. - Coordinated integration with other information systems. <p>References: Radu Cornea, Head of IT Division of Centre of Information Technologies in Finance md.cornea.radu@gmail.com</p>
Feb 2017 Mar 2018	Moldova	EBRD	National consultant for the MoF for implementation of e-Procurement system with a distributed architecture MTender	<p>Nume proiect: Policy advice and support in legislative drafting for eProcurement reforms Client: Ministry of Finance, Moldova Relevant responsibilities:</p> <ul style="list-style-type: none"> - Provided support to the Ministry of Finance during the implementation of the pilot of the new e-Procurement system with distributed architecture. - Coordinated and supervised on national level the overall process of development of new e-Procurement system in according with distributed architecture approach and main principles – open source, open data, and open contracting. - Identified and implemented solutions for automated data collection, storage, and reporting (business intelligence) - Ensured integration with digital governmental electronic services: MPass (authentication and control of the access), MSign (digital signature platform), MConect (interoperability), MLog (log management), MNotify (notifications service), MPay (payment gateway) and with technological governmental platform MCloud (hosting infrastructure). - Ensured interaction with Private Procurement Platforms. - Assisted the Ministry of Finance and PPA in the process of legislative drafting for eProcurement reforms. - Development of training courses and training materials on using of electronic procurement pilot tools and on applying of new legal provisions. - Delivering of more than 24 trainings for about 300 Contracting Authorities in 24 Districts on using of electronic procurement tools and on applying of new legal provisions. - Developing of content for FAQ compartment of mtender.gov.md. <p>References:</p>

				<p>lurie Cicibaba, Deputy Minister of Finance (in the period of assignment), icicibaba@gmail.com Ruslan Malai, Director of Public Procurement Agency ruslan.malai@tender.gov.md</p>
<p>May 2016 Jul 2017</p>	Moldova	United Nations Development Program	National IT Expert	<p>Nome project: Migration and Local Development Project Relevant responsibilities</p> <ul style="list-style-type: none"> - Assessed the existing IT tools within the National Employment Agency. - Designed the concept and roadmap for the most suitable IT solution for National Employment Agency to support reintegration services for returned migrants. - Developed detailed description of the workflow and types of documents, users and roles and related issues, security principles based on users' rights and roles, the plan on information security. - Developed detailed Terms of Reference for selecting a specialized company to develop the technical solution. - Provided support in developing and implementing technical solutions. <p>References: Zinaida Adam, Policy Component Manager Migration and Local Development Project (MIDL) zinaida.adam@undp.org</p>
<p>May 2016 Aug 2016</p>	Kyrgyzstan	World Health Organization	Business analyst, Trainer	<p>Nome project: Development and operationalization of the software tool for the evaluation of Official Development Assistance support to Health Sector of the Republic of Kyrgyzstan Relevant responsibilities:</p> <ul style="list-style-type: none"> - Assessed the needs and defined in detail data sets to be captured and functions. - Updated and deployed the software in Ministry of Health the Republic of Kyrgyzstan servers. - Responsible for provision of technical specifications for required hardware and software. - Developed user guides and other training materials for authorized users and System Administrators - Conducted trainings for authorized users and System Administrators.

				<ul style="list-style-type: none"> - Assisting staff within the process of maintenance of ODA software. <p>References: Jarno Habicht, WHO Country Office Representative, Kyrgyzstan habichtj@who.int</p>
Aug 2015 Dec 2016	Moldova	Public Procurement Agency	Business analyst, Trainer	<p>Num project: Development of the eProcurement system</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Consulted PPA on further development of the eProcurement System. - Assisted PPA and Contracting Authorities on using of e-Procurement system - Developed training courses and training materials for specific roles in the e-Procurement system – Contracting Authorities, Economical Operators, Authorized users of PPA. - Developed user guides, including video user guides on using e-Procurement system. - Conducted training of minimum 250 Contracting Authorities, 100 Economical Operators and 35 PPA users on using of e-Procurement system. - Assisting PPA on implementing of Open Contracting using Open Contracting Data Standard and developing of Open Contracting Portal/Dashboard within of the World Bank Project. - Analyzed eProcurement data and established structure of generated statistical reports. - Developed regulatory internal documents on operation of IT Systems within of PPA. <p>References: Ruslan Malai, Director of Public Procurement Agency ruslan.malai@tender.gov.md Natalia Postolache, Head of Direction of Statistics and e-Procurement natalia.postolache@tender.gov.md</p>
Nov 2015 Apr 2016	Georgia	Global Alliance for Health and Social Compact	International IT expert	<p>Num project: Feasibility Assessment for developing National Integrated eHealth System in Georgia</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Baseline Assessment - Options for implementation and development, including long-term e-Health investments strategy

				<ul style="list-style-type: none"> - Technical Feasibility - Operational Feasibility - Schedule Feasibility - Implementation Strategy <p>References: Andrei Mecineanu, Project manager, andrei.mecineanu@gmail.com</p>
Mar 2013 Jun 2015	Moldova	Public Procurement Agency	Business analyst	<p>Nume proiect: The World Bank Strengthening Public Procurement Project</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Provided project management support and assisted PPA to manage the implementation of the e-Procurement system including the piloting, roll-out, and upgrade of the system including the data reporting module. - Defined Service Level Objectives, Parameters and Metrics, developed Service Level Agreements, ensured effective implementation of the Service Levels and the enforcement of the SLAs. - Performed risk analysis and recommended appropriate mitigation measures for the next stage of e-Procurement implementation; Conduct the Current State Assessment (AS-IS Business Process Analyses) and Future State Assessment (TO-BE processes) of the e-Procurement system. - Conceptualized and assisted PPA on Business Process Re-engineering process - Revisioned training plans, training guides, and user guides, on e-Procurement. - Developed Training strategy of civil servants and economic operators. <p>References: Stefan Creanga, Director of Public Procurement Agency (in period of assignment) stefancreanga@gmail.com Elena Corman, World Bank project coordinator ecorman@worldbank.org</p>
May 2014 Aug 2014	Moldova	United Nations Development Program	Business Analyst	<p>Nume proiect: Democracy Program / Elections IT consultant to develop of the technical task for the Automated Information System Register of electoral officials.</p>

				<p>Relevant activities:</p> <ul style="list-style-type: none"> - Developed System Design Document for AIS “Register of electoral officials”. - Provided support in evaluation of bids for development of an e-learning platform. - Assessed the needs of the Centre for Continuous Electoral Training (CCET) under the Central Electoral Commission (CEC) of the Republic of Moldova in context of elaboration of the AIS Register of electoral officials. <p>References: Beatricia Revenco, Senior Project Officer, Democracy Programme/Elections beatricia.revenco@undp.org Doina Bordeianu, Director CCET, bordeianudoina@gmail.com</p>
Mar 2012 Jul 2012 Jun 2014 Feb 2014	Moldova	World Health Organization	Business analyst, Trainer	<p>Num project: Support to the Ministry of Health of the Republic of Moldova in developing software and retroactive data entry on external assistance for effective sector coordination.</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Design and elaboration of information system for gathering, storage, analyzing, systematization and reporting of information on assistance provided to the health sector, based on donor’s records (ODA Software) - Assessed needs, defined in detail data sets to be captured and functions. - Defined the structure of statistical reports to be generated. - Managed the development and deployment of the software in NHMC servers and/or ICT Cloud environment. - Responsible for provision of technical specifications for required hardware and software . - System implementation in accordance with the technical requirements - Developed user guides and other training materials for authorized users and System Administrators. - Conducted trainings for authorized users and System Administrators.

				<ul style="list-style-type: none"> - Assisted Staff within the process of maintenance of ODA software. <p>References: Jarno Habicht, WHO Representative habichtj@who.int</p>
Jan 2013 Aug 2013	Moldova	Association of Perinatal Medicine,	Project manager, business analyst	<p>Num project: Development and Implementation of Perinatal Electronic System and Register of the Newborns</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Evaluation of the existing IT environment and capabilities of Association of Perinatal Medicine. Provision of technical specifications for hardware and software required. - Needs assessment, defining in data structure, requirements, and functionalities to be implemented. - Defined the content and requirements for the main data modules/compartments. - Database and system architecture design, establishing of reference and base data model, data flow specification, internal communications architecture, physical description of the DBMS schemas, sub-schemas, records, sets, tables, storage page sizes, access methods, estimate of the DBMS file size, required space, etc. - Development of an advanced configurable statistical reports module. - Implementation and operationalization of the system. - Developed user guides and other training materials and performed training of minimum 30 users of Association of Perinatal Medicine <p>References: Andrei Mecineanu, Project manager, andrei.mecineanu@gmail.com Curteanu Ala, Project coordinator, alacurteanu@yahoo.com</p>
Jan 2011 Feb 2013	Moldova	United Nations Development Program	Business Analyst	<p>Num project: Transitional Capacity Support for the Public Administration of Moldova. Supporting the Public Procurement Agency in implementation of the e-Procurement system.</p> <p>Relevant responsibilities:</p> <ul style="list-style-type: none"> - Evaluated existing e-Procurement system - Revised business processes of the e-Procurement system according to the latest changes of the public procurement activities (BPA and BPR)

				<ul style="list-style-type: none"> - Risk analysis in order to define appropriate back-up plans - Led pilot implementation of the e-Procurement system - Interoperability implementation: State Register of Population, State Register of Juridical Entities - Ensured integration on MCloud platform - Integration of national service for authentication and access MPass - Developed the set of target and performance indicators needed to assess the functionality of the system and propose improvements - e-Procurement specialists capacity building. <p>References: Alla Skvortova, UNDP TCS Project Manager, alla.skvortova@undp.org Stefan Creanga, Director of Agency for Public Procurement (in period of assignment), stefancreanga@gmail.com</p>
2007 2010	Moldova	Central Election Commission	Head of Information Technology Department	<p>Relevant activities:</p> <ul style="list-style-type: none"> - Leading implementation of State Voter Register and applying during local elections held on November 15 and 29, 2009 and May 16 and 30, 2010. - Organization on national level of election results' transmission, processing and reporting during early parliamentary elections held on July 29, 2009. - Coordination of development of the State Automated Information System "Elections": (a) Conceptualization of the State Automated Information System "Elections"; (b) Coordination of elaboration of the Technical specification and Technical task. High level approval coordination; (c) Coordinating the process of Implementation of State Automated Information System "Elections"; (d) Implementation of interoperability with State Register of Population; (e) Monitoring and Evaluation of development. - IT Department Management: (a) Strategic planning on IT development, developing of action plans; (b) Operational planning: Team management; Ensuring implementation of internal IT systems (Web site, reporting software, resources management system, etc.); Cooperation and interfacing with other national and international stakeholders. - Developed training materials and performed trainings for electoral officials on using of Training of State Automated Information System "Elections" and State Voter Register.

				References: Iurie Ciocan, Chairman of the Central Election Commission of Moldova (in period of assignment) ciocan.iurie@gmail.com
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Rol propus: KE06, Software developer, Team Lead

Position Title and No.	KE-3, Senior software developer
Name of Expert:	Sergiu Chernev
Date of Birth:	02.06.1984
Country of Citizenship/Residence	Moldova

Education:

- Technical University of Moldova, Computer Science, Informatics and Microelectronics Graduated 2006

Employment record relevant to the assignment:

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
Dec 2019 present	Esempla Systems, Moldova / Software architect & Team lead For references: Dorin Gritcan, Director, tel. +373 79 404 037, dorin.gritcan@esemplam.com	Moldova	Key responsibilities: - Analyze, develop, test, and implement complex software solutions - Develop and execute test plans to ensure that systems are functioning per requirements. - Create easy to understand technical documentation for projects completed. - Guide projects through our SDLC from development, to test, and into production environments

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<ul style="list-style-type: none"> - Read specifications and provide feedback on areas needing more detail or questions that need to be answered for development to begin - Write extensible code (front and back end) that is well structured, properly documented and is easy to maintain - Work with staff and end users to provide technical assistance in the identification and resolution of application issues - Provide mentoring and training to staff with less experience - Keep up to date on new technologies and tools for software development, testing, implementation, and DevOps - Perform all required administrative duties by completing all necessary reports and promptly and properly documenting activities such as status of schedules, problems, issues, and resolutions or recommendations. <p>Software development skills:</p> <ul style="list-style-type: none"> - OOP and System Design - Theoretical knowledge and practical experience with design patterns

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<ul style="list-style-type: none"> - Asynchronous and multithreading development (TPL) - Rest API design, architecture, and implementation - Microservices and monolith architectures - Programming: Backend: C#; Golang, Beego, Iris, Echo frameworks; .NET / .NET Core, Entity Framework ASP.NET MVC / Web API; Frontend: ASP.NET Core, JavaScript; CSS/LESS/SASS, Bootstrap, Bootswatch - XML, XSLT, Serialization/Deserialization (XML, Binary, JSON) - Database architecture and optimization including Microsoft SQL/T-SQL - Database languages (SQL, XQuery, SQL/XML, QQL, LINQ - Microsoft SQL Server, PostgreSQL, My SQL, MongoDB - Caching (Redis), caching via proxy (CloudFlare) <p>Techniques:</p> <ul style="list-style-type: none"> - SOLID principles - Unit Testing, Security Testing, Integration Testing - KISS principle - Dry principle and re-factoring - (SSOT) single source of truth <p>DevOps skills:</p> <ul style="list-style-type: none"> - SVN (GitLab, Bitbucket, Azure DevOps)

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<ul style="list-style-type: none"> - CI/CD (Jenkins) - Containers (docker), Kubernetes - Logs & processing: ELK Stack (Elastic search, Logstash, Kibana) - Monitoring (Kibana, Grafana, Prometheus) - Cloud: Azure <p>Business process and data analysis skills:</p> <ul style="list-style-type: none"> - Research skills - Analyze and understand process mapping and detect inefficiencies - Excellent communication skills - Problem-solving abilities
Dec 2020 May 2021 And Jan 2023 present	Esempla Systems, Senior developer For references: e-Governance Agency Elena Croitor, Project manager elena.croitor@egov.md	Moldova	<p>Assignment 1: Design, development, and configuration of MDelivery Information System</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Performed system analysis, back-end and front-end development, system integration, code review, unit testing - Participated in sprint planning, sprint review, next sprint refinement, daily meetings - Developed software components: authentication and authorization services; work context engine;

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<p>payment dependences and controller configuration; SOAP service configuration; domain model and required extensions; order confirmation service; notification service implementation; Integration with MNotify, MPass and MPay; Integrate notification service with payment process; Developed delivery orders register; Integration with Nova Poshta service, FAN Courier, MentorExpress and Posta Moldovei; Design reports and export in Excel; Develop JOBs.</p> <p>Technical environment:</p> <p>.NET Core, C#, ASP.NET MVC, Entity framework, Angular, MSSQL, Docker, Kubernetes, Azure DevOps, Agile/Scrum</p>
<p>May 2021 Feb 2023</p>	<p>Esempla Systems</p> <p>For references: Nicoleta Jalba, Business Development Manager, Oryxnet, nicoleta@oryxnet.io</p>	<p>Moldova, Qatar</p>	<p>Assignment 2. Development and implementation of payment gateway information system Position: System architect Relevant activities:</p> <ul style="list-style-type: none"> - Defined the overall system architecture - Selected the appropriate .NET technology stack

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<ul style="list-style-type: none"> - Ensured system security by implementing security measures such as encryption and authentication, as well as complying with relevant security standards such as PCI-DSS - Defined transaction types and how they will be handled by the payment gateway, including how authorization, pre-authorization, post-authorization, credits, and voids will be processed - Defined error handling and reporting including how the system will notify customers and merchants of failed transactions and how system administrators will be alerted to technical issues - Responsible for overseeing the development process and ensuring that the development team is following the agreed-upon architecture and design principles - Managed technical risks that could impact the project, such as potential performance bottlenecks or security vulnerabilities. <p>Technical environment: .NET Core, C#, ASP.NET MVC, Entity framework, Bootstrap, Angular, MSSQL, docker, Kubernetes, Git, AWS. Agile/Scrum methodology.</p> <p>Team size: 8</p>

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
Dec 2019 Oct 2020	<p>Esempla Systems, Senior software developer, Integration specialist</p> <p>For references: Dorin Gritcan, director of Esempla, dorin.gritcan@esempl.com</p> <p>e-Governance Agency Igor Bercu, Project manager of e-Governance Agency igor.bercu@egov.md</p>	Moldova	<p>Assignment 3: Design, development, and configuration of MPower information system.</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Performed system analysis, back-end development, system integration, code review, unit testing - Participated in sprint planning, sprint review, next sprint refinement, daily meetings - Developed web services for integration with external systems MPass, MSign, MNotify, MLog, MConnect (registers of legal entities and population) - Developed services to provide connection with backend side - Created and performed unit testing using Jest to ensure a code coverage not less than 85%. <p>Technical environment:</p> <p>.NET Core, C#, ASP.NET MVC, Entity framework, Angular, MSSQL, dependency injection framework, docker, Kubernetes, Azure DevOps, Agile/Scrum</p>

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
Apr 2018 Sept 2020	Pentalog Romania, for leading provider of international hospitality services (under NDA) Software architect, Senior software developer	Romania, France	<p>Assignment 4: Building a web application that manages the logistics behind the Olympics business logistics.</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Defined the high-level structure of the system, its 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 - Enabled a HA architecture by ensuring e redundancy, data backup and recovery, automatic failover, and load balancing - Created an Active/active cluster with all nodes being active and handling incoming requests - Developed APIs for an application responsible for offering corporate hospitality management services during Olympic Games - Developed back-end components using DDD methodology, Azure Active Directory, Send Grid email service. <p>Technical environment: C#, .Net, Angular, REST, Swagger, React.js, Microsoft Azure, MSSQL, Docker,</p>

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			Kubernetes, Agile/Scrum, Domain driven design.
Apr 2018 Oct 2018	Endava Team lead, Senior Software developer	Romania	<p>Assignment 5: Risk assessment application</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Developed a web application for risk assessment and management for fleets designed for helping brokers - Accountable for managing the development team and processes - Performed requirement analyses - Conducted unit testing using automated unit test frameworks - Reviewed the work of other developers and provided feedback - Accountable for development of components of statistics, reports, diagrams and interoperability form a variety of data sources - Performed unit tests and integration tests and bug fixing. <p>Technical environment: C#, .Net, PostgreSQL, Angular, Angular Material, Sonar, Jenkins, docker, Agile/Scrum, Domain driven design.</p>

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
Jun 2014 Sep 2015	Pentalog Romania for leading IT&C solutions provider (under NDA), France Software architect and developer	Romania, France	<p>Assignment 6. Development and implementation of new capabilities to a CRM system for marketing automation.</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Supervised all aspects related to software programming - Defined the high-level structure of the system, its 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 - Defined how to collect, store, integrate, manage, and exchange data across multiple external systems and applications that use this data - Selected the technical stack and deployment strategies, roughly estimated needed programming effort - Ensured the incorporation of Skelta BPM within the system and facilitated the workflow configuration, processes monitoring and management and analytics - Oversaw the code quality and technical risks - Wrote code but mainly to enforce standards for developers so that such things as scalability, performance, and

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<p>security will not be missed at the initial stage.</p> <ul style="list-style-type: none"> - Executed unit and integration testing <p>Technical environment: C#, TypeScript, JavaScript, T-SQL, HTML, ASP.NET, Skelta, Kendo UI, SQL Server 2012, Visual Studio 2013, Team Explorer, MS SQL Management Studio, Agile/Scrum</p>
<p>Jan 2010 Oct 2014</p>	<p>Pentalog Moldova for CERIB (Research Centre for Concrete Industry), France</p> <p>Team lead, Software developer</p>	<p>Moldova, France</p>	<p>Assignment 6: Development of a web application managing certifications (NF and CE markings), inspections and metrology and mobile application for users working in a disconnected mode with a synchronization module.</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Led the team which developed a complex authentication module using USB key and backup componentst for the local data - Provided the technical governance of the whole project - Evaluated functional and non-functional requirements - Estimated the needed development effort - Wrote code for integration with external systems

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<ul style="list-style-type: none"> - Accountable of the code quality and technical risks - Executed unit and integration testing <p>Technical environment:</p> <p>Visual Studio 2008, .NET 3.5, VB.NET, C#, Oracle 11g, MS Access 2007, Telerik, FOP, PdfCreator, Microsoft Office 2007 (Excel + Word), Waterfall</p>
Nov 2012 Nov 2013	<p>Pentalog Moldova for a software publisher, leader in e-collaborative solutions for various retailer brands</p> <p>Software developer</p>	Moldova, France	<p>Assignment 7: To maintain and develop a suite of applications for distributors to manage their products specifications</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Developed back and front-end components by clean and efficient coding - Identified, prioritized, and executed tasks in the software development lifecycle - Ensured that software is always up to date with latest technologies - Documented the system during the development phases - Collaborated with the client development team on fixing and improving the system - Performed unit and integration tests - Reviewed and debugged of code

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<p>Technical environment:</p> <p>.NET 4.0, ASP.NET, ASP.NET MVC 3, WCF, SQL Server 2008 R2, Visual Studio 2010, Team Foundation Server</p> <p>Windows Server 2008 R2, JavaScript, XML, NHibernate, Telerik Controls, jQuery, TFS, Kendo UI, Web API, AngularJS, Waterfall</p>
<p>May 2012 Oct 2012</p>	<p>Pentalog Moldova for Ocea Smart Building, a member company of the Suez Environment group specialized in the engineering of stewardship information management systems</p> <p>Software developer</p>	<p>Moldova</p>	<p>Assignment 8: Mobile application development</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Developed a mobile application allowing to access exploited data in reading and afterwards in writing mode, within Web applications developed as well by the Pentalog teams (iOS, iPad, Android) - Developed the graphical modules of the application - Database design and development - Created the XML parsers, View and Navigation controllers - Integration, tests and debugging.
<p>Oct 2010 Nov 2010</p>	<p>Pentalog Moldova</p>	<p>Moldova</p>	<p>Assignment 9: Development of an internal software tool allowing to manage the entire development process of a project</p>

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
	Software developer		<p>Relevant activities:</p> <ul style="list-style-type: none"> - Performed analysis and translated the business requirements in system specifications - Designed the architecture of the application - Wrote code for back-end components - Executed unit and integration tests and fixed bugs - Accountable of the code quality and technical risks <p>Technical environment:</p> <p>ASP.NET, AJAX, .NET 3.5, NHibernate</p>
Feb 2010 Oct 2010	Pentalog, Moldova for Strator, subsidiary of Altadis group, one of the world leaders in the tobacco industries Software developer	Moldova	<p>Assignment 10: Implementation a solution to optimize the shops sale management</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Developed of a software solution for management of sales units. a. Desktop application installed on the cash register in the point of sale; b. Web Strator application installed on a Strator server in an Altadis environment that

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<p>will be available via Internet as a Web application</p> <ul style="list-style-type: none"> - Performed the data exchange between applications on the same database by using Web Services. - Analyzed the legacy architecture of several applications - Carried out of the code refactoring - Fixed the problems of adapting the application to 800*600 and 1024*768 resolutions. <p>Technical environment:</p> <p>JAVA, Android, iOS, Windows 7, Objective-C, GIT, JIRA, Visual Studio 2010, SQLite, Entity Framework, C#, WPF, Windows, .NET</p> <p>Methodology</p> <p>Waterfall</p>
Jun 2007 Nov 2009	International software Ltd, Software developer	Moldova	<p>Assignment 11: Provost – a desktop application for the commercial and production management of an industrial company.</p> <p>Assignment 12: Adam – a web application for the management of an insurance</p>

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<p>company operating in the sea transport field.</p> <p>Assignment 13: GesCom – a desktop application for the commercial management of a French certification and standardization company.</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Functional and non-functional analysis - Database design - UI design and development - Testing - Troubleshooting and maintenance <p>Technical environment:</p> <p>Windows Forms, Crystal Reports, JavaScript, SQL Server, CSS, ASP.NET, AJAX, HTML, .NET 3.5, .NET 2.0, Waterfall</p>

Membership in Professional Associations and Publications:

n/a

Language Skills (indicate only languages in which you can work):

- Romanian – native
- Russian – advanced
- English – professional proficiency
- French – professional proficiency

Expert's contact information: (e-mail: sergiu.chernev@esempl.com, phone +37368073616)

Rol propus: KE07, Software Developer, Full Stack

Position Title and No.	KE-4, Software developer
Name of Expert:	Adrian Ursachi
Date of Birth:	29.03.1985
Country of Citizenship/Residence	Romania/Moldova

Education:

- Bachelor’s degree in computer science, Faculty of Computer Science - "Alexandru Ioan Cuza" University, Iasi. Graduated 2007.

Employment record relevant to the assignment:

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
Sept 2022 - present	Sr. .Net developer, Tech lead For references:	Moldova	Technical skills: <u>Skills:</u> <ul style="list-style-type: none"> - Programming Languages: C#, JavaScript, JAVA, LINQ, PL/SQL, Visual Basic, XML - Technologies: .NET, .NET Remoting, WCF, WPF, Windows Forms, .NET 4.5, MSMQ

	Dorin Gritcan, director, tel. +373 (79) 404 037		<ul style="list-style-type: none"> - Web Technologies: ASP.NET, ASP.NET MVC 3, jQuery, Silverlight, AngularJS, ASP.NET MVC 4, CSS, HTML, Kendo UI, XHTML - Networks and Systems: Windows, Linux, UNIX - DBMS: Microsoft SQL Server, Postgres, Oracle - Analysis Methods and Tools: MVC - DevOps: docker, Kubernetes, CI/CD (Jenkins, Azure Pipeline) - Pr. mgmt.: Agile, Leadership <p><u>Techniques:</u></p> <ul style="list-style-type: none"> - OOP - Design patterns: Factory, Singleton, and Dependency Injection - SOLID principles - Clean Code - Testing: NUnit and Moq. - Version Control: Git and Subversion - Code Reviews. <p><u>Experience and fields of expertise:</u></p> <ul style="list-style-type: none"> - 16 years software development experience, - Expertise in: Software publishers, Distribution, Logistics
Sept 2022 – Mar 2023	Esempla Systems	Moldova, Qatar	<p>Assignment 1. Payment gateway information system Client: Oryxnet, Qatar Position: Tech lead, .Net developer Project features:</p>

			<p>The development team is involved mostly in back-end work, upgrade existing .Net components, integration with external systems and automation of testing and continuous integration.</p> <ul style="list-style-type: none"> - eCommerce catalog component: an online site management system with catalog management functionality including products, shipping, sales tax, sale pricing, sales, payment processing, order processing and marketing features; - Merchant account: a bank account service that enables online credit card transactions. - Payment gateway: a service that connects the eCommerce platform with the merchant account. The gateway accepts order information and connects to the merchant account to authorize and transfer funds. - Shopping cart: functionality of the eCommerce platform that maintains a list of the products selected for purchase by a customer. - Transaction type: a label identifying the nature of the transaction and defining how the transaction will be handled (Auth, PreAuth, PostAuth, Credit and Void). <p>Relevant activities:</p> <ul style="list-style-type: none"> - Managed the development team, assigning tasks, and ensuring code quality and adherence to standards, best practices, and quality assurance processes
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			<ul style="list-style-type: none"> - Collaborated with product owner, the customer development team, and QA to ensure that the system meets business and technical requirements - Estimated project timelines and resource allocation - Monitored and reported project progress - Conducted code reviews and mentored team members - Actively involved in software development, defined the integration between system components, including how the payment gateway will integrate with the eCommerce catalog component, how payment processing will be triggered, how order information will be passed to the payment gateway, and how payment processing results will be returned to the eCommerce catalog component - Integrated with third-party such as fraud detection and prevention tools, as well as with other payment gateways to support alternative payment methods. <p>Technical environment: .NET Core, C#, ASP.NET MVC, Entity framework, Bootstrap, Angular, MSSQL, docker, Kubernetes, Git, AWS. Agile/Scrum methodology.</p> <p>Team size: 8</p>
Jan 2021 - Sept 2022	Pentalog Romania	Romania, France	<p>Assignment 2. Customer satisfaction and supply chain solutions provider</p> <p>Client: The client is a leading provider of innovative solutions to digitize and automate workflows to significantly increase working</p>

			<p>capital productivity and gain insights never before possible, connecting all parties and products across the entire trade finance and working capital ecosystem (under non-disclosure agreement)</p> <p>Position: Team lead, .Net developer,</p> <p>Project features: A 5 team engineers worked on the client's main platform that helps businesses achieve new performance levels in terms transforming purchase orders, invoices, policies, and other assets into self-executing smart contracts that deliver upstream and downstream visibility and holistic data to optimize the working capital lifecycle.</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - .NET development - Bug fixing. - New features development. - Communication with the team. - Providing technical solutions. <p>Technical environment JavaScript, Angular 6+, React.js, HTML, CSS, .NET, C#, Razor, Microsoft SQL Server, PostgreSQL, Docker, Kubernetes, Azure Pipelines, Azure, AWS, K9s, KNative</p> <p>Team size: 5</p> <p>Technical environment:.Net 6, React, Typescript, Material UI, Kubernetes, KNative, Microservices, Visual Studio Code, Azure DevOps, Jira</p>
Oct 2015 – Dec 2020	Pentalog	Romania, France	<p>Assignment 3. Provider of intellectual property solutions and services</p> <p>Client: Leading partner in intellectual property (IP) management. Their worldwide service range</p>

			<p>comprises both legal and portfolio services, as well as strategic IP consulting and cutting-edge software solutions for effective IP management.</p> <p>Project features: The German client has decided to engage the services of Pentalog team with the purpose of replacing its existing IP management software with a new system, developed with cutting-edge technologies. The final product should handle the following business requirements:</p> <ul style="list-style-type: none"> - Registration of Customers; - Registration of Agents; - Management of the Intellectual Property rights; - Client Letters and Reports; - Billing and Payments; - Migration of the old data stores to the new database; - Importing Data From Third Party about Intellectual Property rights. <p>Position: Kanban Master - Technical Lead / Developer.</p> <p>Relevant activities:</p> <p style="padding-left: 20px;">Kanban Master.</p> <ul style="list-style-type: none"> - Ensuring the Kanban flow. - Removing impediments. - Handling various administrative tasks. <p style="padding-left: 20px;">Technical Lead / Developer.</p> <ul style="list-style-type: none"> - Estimations. - Code development. - Code reviews. - Making technical decisions. - Architecture development.
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			<p>Technical environment: 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</p> <p>Team size: 20</p> <p>Technical environment: .NET, C#, .NET 4.7, ASP.NET Web API2, AngularJS, Agile, Kanban, Leadership</p>
Sept 2018 – Feb 2021	Pentalog	Romania, France	<p>Assignment 4. Private energy provider</p> <p>Client: The client is a company managing the national electrical and gas infrastructure.</p> <p>Position: Technical Lead / Architect</p> <p>Project features: Development and operation of back-office applications used in the maintenance process.</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Involved in the discovery mission. - Describing the architecture of the project. - Code development. - Code reviews <p>Technical environment: ASP.NET Core, Web API, Dapper, Fluent Validation, xUnit, FakeItEasy, SQL Server, CQRS, Microservices, AngularJS, Microsoft Azure</p> <p>Team size: 6</p> <p>Technical environment: .NET, C#, ASP.NET</p>

			Core, AngularJS, Web API, Leadership
Jul 2011 – Jul 2015	Pentalog	Romania, France	<p>Assignment 5: Software publisher</p> <p>Client: A software publisher, leader in e-collaborative solutions for various retailer brands, it provides a set of applications that enable retailers, manufacturers and others to optimize their product development and thus improve competitiveness and security.</p> <p>Position: .Net developer</p> <p>Project features: The project started with a team of 5 persons, evolved progressively and reached 35 persons. The intervention area evolved as well from bug fixing and operations to evolutive development, then to the participation in the development of new modules, or new applications. Now, the team is working on three main applications, allowing distributors to manage the specifications of their products with their partners/industrials.</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Implementation of server side domain and services. - Implementation of client side - Coding, testing, debugging, documentation, implementation and maintenance of the software applications - Maintenance of the portal - Bug fixing - Ensuring the performance improvement <p>Technical environment: 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</p> <p>Team size: 35</p>

			<p>Technical environment: ASP.NET, MVC 3, JavaScript, jQuery, Microsoft SQL Server, Testing tools, C# 4.0, AngularJS, Kendo UI, ASP.NET 4.0, MVC 4, SQL Server 2008 R2</p>
Oct 2007 – Jun 2011	FITS Srl	Romania	<p>Assignment 6: Customized software development projects in logistics Position: .Net developer Relevant activities:</p> <ul style="list-style-type: none"> - Developing and maintaining software .NET applications - Integrating with third-party systems - Writing technical documentation - Troubleshooting and debugging <p>Technical environment: .NET, Windows Forms, Windows Services, .NET Remoting, MSMQ, Oracle, Agile, Testing tools</p>
Nov 2006 – Oct 2007	MIND SOFTWARE	Romania	<p>Assignment 7: Customized software development projects in financial services, telecom, sports and betting industries Client: Software mind Position: Software developer, database administrator Project features: Company internal operations Relevant activities:</p> <ul style="list-style-type: none"> - Developing and maintaining software applications, Oracle WebLogic Server and databases - Troubleshooting and debugging - Creating and executing test cases - Participating in code reviews - Writing documentation: - Collaborating with team members <p>Technical environment: Oracle, PL/SQL</p>

Membership in Professional Associations and Publications: n/a

Language Skills (indicate only languages in which you can work):

Romanian (native)

English (proficient)

Italian (intermediate)

Expert's contact information: (e-mail ursachi.adrian1@gmail.com, phone +37369845840, +40 745 144 435)

Rol propus: KE08, Tester

Position Title and No.	Software tester
Name of Expert:	Nicoleta Ionas
Date of Birth:	Jan 01, 1996
Country of Citizenship/Residence	Moldova

Education:

- Technical University of Moldova. Bachelor’s degree in Informational Technology, 2017

Employment record relevant to the assignment:

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
Jun 2012 current	Esempla Systems, Software tester, trainer For references: Dorin Gritcan, Director, tel. +373 79 404 037, dorin.gritcan@esemplam.com	Moldova	Relevant competences: - 7 years’ experience in software testing in projects of similar complexity - University degree in Mathematics and Informatics, State University of Moldova, Graduated in 2011 - Experience with SDLC, DevOps and Agile (Scrum, Kanban) and Hybrid (Waterfall + Agile) methodologies

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<ul style="list-style-type: none"> - Proven experience in software testing analysis and design: Testing techniques: Boundary value analysis, equivalence class partitioning, cause-effect table, state transition - Testing techniques: Boundary value analysis, equivalence class partitioning, cause-effect table, state transition - Experience in automation testing (Selenium), performance and stress testing (Siege, K6, JMeter), e2e testing (TestCafe), API testing (Postman, Swagger, SOAP UI), security testing (SQLMap, Kali Linux, Burp Suite Professional), deployment automation (Gitlab CI), test management tools (Gitlab, Azure DevOps, Jira) - Experience in Programming using bash scripts, Python - Experience with technical trainings: e-learning (Moodle)
Apr 2022 Apr 2023	Esempla Systems, QA Lead For references:	Moldova	<p>Assignment 1: Development and implementation of the registry of financial statements of Moldova, National Bureau of Statistics</p> <p>Relevant activities:</p>

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
	<p>Galina Cicanci, Senior Private Sector Specialist,</p> <p>gcicanci@ifc.org</p>		<ul style="list-style-type: none"> - Tested the ETL solution developed within project using Sampling and Minus Queries methods (created the source-to-target map and plan the target Data Stores), reviewed the schema and business rules, create test cases, execute tests, export results, compare results - Tested and documented APIs consumed and exposed by the RFS during the integration with external information systems - Automate the UI testing using test scripts written on Selenese (Selenium) - Executed load and stress testing using JMeter - Executed security testing against SQL injection and DDoS attacks using SQLMap and Kali Linux, and Burp Suite Professional for OWASP 10 - Prepare the system administrator's guideline for the RFS - Conduct the training for 2 system administrators of NBS - Elaborate quality assurance plan for maintenance and support services throughout the warranty period including indicators for services, risks that may affect the performance indicators,

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<p>preventive actions implemented to manage the risks and measures aimed to mitigate the residual risks.</p> <p>Technical environment:</p> <p>Java 17, Golang, Angular; PostgreSQL; Docker; Kubernetes; Redis; Testing: JMeter, SQL Map, Kali Linux, Burp Suite Professional, Postman</p>
Dec 2020 Aug 2022	<p>Esempla Systems, Software tester</p> <p>For references: e-Governance Agency Elena Croitor, Project manager elena.croitor@egov.md</p>	Moldova	<p>Assignment 2: Design, development, and configuration of MDelivery Information System, EGA</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - 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

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<ul style="list-style-type: none"> - Delivered demo presentations, participated in sprint planning, sprint review, next sprint refinement, daily meetings <p>Technical environment:</p> <p>C#, .NET Core, Angular; ORM Entity Framework Core; Angular; MSSQL; Docker; Kubernetes; Redis; Azure DevOps; Testing: K6, Swagger, Postman</p>
Nov 2020 Sept 2021	<p>Esempla Systems, Software tester</p> <p>For references:</p> <p>Arcadi Malearovici, Director of the Centre for Information and Communication Technologies in Education arcadi.malearovici@ctice.gov.md</p>	Moldova	<p>Assignment 3: Development and implementation of Information System on processing of driving license applications and register of training centers and trainers, CICTE¹</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Performed specifications analysis and design of test cases through black box techniques (test conditions, test cases, test procedures) - Executed stress and load testing through K6 and Siege

1 CICTE - Centre for Information and Communication Technologies in Education

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<p>- Executed security testing by simulating such attacks as SQL injection, cross site scripting (XSS), external XML entities (XXE), and cross-site request forgery (CSRF)</p> <p>Technical environment:</p> <p>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, SQL Map, Kali Linux,</p>
Dec 2019 Oct 2020	<p>Esempla Systems, Software tester</p> <p>For references:</p> <p>Dumitru Postu, Project manager of E-Governance Agency dumitru.postu@egov.md</p>	Moldova	<p>Assignment 4: Development and implementation of MNotify Information System, EGA</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Involved in system requirements analysis - Designed and executed test cases - Identified and documented found defects, actively communicated with the team to find solutions

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<ul style="list-style-type: none"> - Tested full business process functionality from Swagger, Postman, and SOAP UI - Executed performance testing using K6 - Deployed on staging environment features to be tested using docker and docker compose <p>Technical environment:</p> <p>C#, .NET Core, Angular; ORM Entity Framework Core; Angular; MSSQL; Docker; Kubernetes; Redis, Azure DevOps. Testing: K6, Swagger, Postman</p>
Apr 2018 Oct 2019	<p>Esempla Systems, Software tester, trainer</p> <p>For references:</p> <p>Iurii Cicibaba, ex-Chief of Staff to the Minister of finance</p> <p>icicibaba@taxaco.biz</p>	Moldova	<p>Assignment 5: Facilitating the implementation of e-procurement system (MTender) in Moldova</p> <p>Relevant activities:</p> <ul style="list-style-type: none"> - Performed specifications analysis and designed test cases - Ensured ongoing compliance with MTender integration requirements and standards - Executed stress (K6) and load (Siege), enabled the source code scanning to

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
			<p>find vulnerabilities (OWASP10) using GVM (Kali Linux), performed the HTTP Protocol Analysis using Burp Suite Professional, operating system and network services testing using Kali Linux</p> <p>Technical environment:</p> <p>Programming: Java, PHP, Go, Kafka, PostgreSQL, Docker, Kubernetes; DevOps: CI/CD – AWS; Data visualization-Power BI; Testing: Selenium, K6, Siege, Test Café; EGA API shared services integration: MPass, MSign, Mpay, MLog; EGA platforms: MCloud, MConnect.</p>
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Membership in Professional Associations and Publications:

n/a

Language Skills (indicate only languages in which you can work):

- Romanian - native
- Russian- excellent
- English - intermediate

Rol propus: KE09, Security Expert

Position: Information security expert / Software tester		Alternate
Candidate information	Name of candidate: Vadim Balan	Date of birth: May 11, 1986

	<p>Professional qualifications:</p> <ul style="list-style-type: none">- Penetration testing Since 2014, successfully executed more than 50 penetration testing projects scaling from one web application to complex business applications and corporate IT infrastructures. Starting with 2017, offensive security became my main activity of interest. Specialized in web application and infrastructure penetration testing. The applied approach and methodology for penetration testing is based on testing guidelines established in NIST SP 800-115 and OWASP web application testing guides. Gained strong experience in using penetration testing tools such as: Burp Suite PRO, Kali Linux tools, Metasploit Framework and OpenVAS/Qualys/Nessus vulnerability scanners. Comfortable with understanding and adapting python, bash, js, php and other scripting languages. - Information security management In-depth experience in information security management both as a responsible for information security within the organization and as a consultant. Gained a deep understanding on how to implement the information security controls and processes based on the experience from more than 25 projects executed for over 15 client organizations (from small-medium businesses up to big organizations with 17k+ employees). Experienced in working with ISO/IEC 27000 family of standards, ISO/IEC 15408 (Common Criteria), NIST guidelines, PCI DSS, EU directives on personal data protection, national regulations on information security, etc. - IT audit Gained broad IT Audit experience through executing more than 40 IT audit engagements both as external auditor and as internal audit function outsourced by the client organization. - Professional certifications<ul style="list-style-type: none">▪ Certified Offensive Security Certified Professional (OSCP),
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	<ul style="list-style-type: none"> provided by Offensive Security, 2017 ▪ Certified Information Systems Security Professional (CISSP), provided by International Information System Security Certification Consortium, 2014 ▪ Certified The Open Group Architecture Framework (TOGAF), provided by The Open Group, 2014 <p>- Education: University degree in Information Technologies, Technical University of Moldova, Graduated in 2008</p> <p>- Ability to communicate in Romanian, Russian and English.</p>	
Present employment	Name of Employer: BTS Pro	
	Address of Employer: 10, Calea Iesilor St., MD-2069, Chisinau, Moldova	
	Telephone: +373 (79) 870 018	Contact (manager / personnel officer): Ala Margineanu
	Fax: n/a	Email: ala.margineanu@bts.md
	Job title of candidate: Information security expert	Years with present Employer: 1

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experien
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2022	2023	<p>Company: Esempla Systems</p> <p>Project: Development and implementation of the registry of financial statements of Moldova, National Bureau of Statistics</p> <p>Position: Information security expert</p> <p>Relevant technical and management experience:</p> <ul style="list-style-type: none"> - Worked with software architect and development team to ensure the design uses the “<i>Secure by design</i>” approach - Performed security and penetration testing to ensure there are no security vulnerabilities to any type of attacks such as SQL injection attack, DDoS attacks (based on OWASP Top 10 vulnerabilities 2017) - Planned to develop RFS information security procedures in compliance with the current legislation and information security standards (e.g. ISO/IEC 27001). - Planned to document at the technical level details regarding the implemented security model, software components, and the role of each component from the security standpoint - Technical environment: Burp Suite PRO, Kali Linux tools, Metasploit Framework and OpenVAS/Qualys/Nessus vulnerability scanners
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2021	2022	<p>Company: Esempla Systems Project: Development of Informational System Population and Migration Statistics, National Bureau of Statistics, Moldova Position: Software tester and technical writer Relevant technical and management experience:</p> <ul style="list-style-type: none"> - Performed security and penetration testing to ensure there are no security vulnerabilities to any type of attacks such as SQL injection attack, DDoS attacks (based on OWASP Top 10 vulnerabilities 2017) - Developed the information security procedures in compliance with the current legislation and information security standards (e.g. ISO/IEC 27001). - Documented at the technical level details regarding the implemented security model, software components, and the role of each component from the security standpoint - Technical environment: Burp Suite PRO, Kali Linux tools, Metasploit Framework and OpenVAS/Qualys/Nessus vulnerability scanners
2021	now	<p>Company: Trow Services Position: Founder, Independent Information Security Expert Relevant technical and management experience: Involved, as part of a team or as an independent consultant, in projects related to:</p> <ul style="list-style-type: none"> - Ethical hacking (penetration testing). - Information security risk assessments. - Consulting on implementation of ISMS. - Consulting on implementation of PCI DSS. - IT Audits.

2019	2021	<p>Company: Agile Partners, www.agilepartners.eu Position: Chief Information Security Officer Relevant technical and management experience: CISO role for the company and 3 other main partners:</p> <ul style="list-style-type: none"> - Develop and implement Information Security Program and ISMS related processes. - Develop and implement Business Continuity Management Disaster Recovery capabilities. - Conduct information security training of new employees, IT staff and Management. - Perform information security risk assessment for business applications and IT infrastructure. - Develop security specifications, perform security testing and assessment as part of SDLC for new products developed inhouse.
2011	2019	<p>Company: InfoTrust Consulting, www.infotrust.md Position: Information Security Consultant Relevant technical and management experience: Full stack information security consultant involved in all company's projects with the information security components. Involved in consulting and audit activities such as</p> <ul style="list-style-type: none"> - Perform information security risk assessments and establish mitigation strategies for the identified risks. - Implementation of ISMS and specific security processes according to business needs based on ISO 27001, PCI DSS, NIST guidelines, national regulations, etc. - Development of security specifications as part of RFP. - Performing IT audits.

2009	2011	<p>Company: Procreditbank SA Position: Information Security Officer Relevant technical and management experience Information Security Officer role as part of the organization's Risk Management Department:</p> <ul style="list-style-type: none"> - Developed and implemented bank's Information Security Program and ISMS related processes - Developed and implemented bank's Business Continuity Plan and support IT in developing and implementing Disaster Recovery capabilities - Conducted information security training for employees - Performed information security risk assessment for business applications and IT infrastructure.
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Rol propus: KE10, Project Manager, Assistant

DANIELA MOTPAN, Senior 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 Acces 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:

2022 – current, Senior business analyst, Project manager Esempla Systems, 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 – 2022, 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:

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