

LETTER OF RECOMMENDATION

Professional Experience Confirmation

To Whom It May Concern,

I, **Elena Croitor**, formerly Head of the Rapid Courier Service at S.E. Moldova Post / Î.S. „Poșta Moldovei” and currently **Head of the Service Delivery & Operations Division at the e-Governance Agency of the Republic of Moldova**, hereby confirm that I collaborated professionally with Mr. Stanislav Florică during the period in which we both worked at S.E. Moldova Post.

This letter reflects my personal professional opinion, based on my direct collaboration with Mr. Florică at S.E. Moldova Post, and does not represent an official position of the e-Governance Agency.

During that period, I was responsible for the Rapid Courier Service, while Mr. Florică, in his role as Director of Sales & Marketing, was involved in the development, promotion, operational improvement and digitalisation of postal and courier services.

Our collaboration was focused mainly on the modernisation of the Rapid Courier service, improvement of operational workflows, clarification of business and functional requirements, and better coordination between commercial, operational and technical teams.

Areas of Collaboration and Observed Contribution

1. Digitalisation and modernisation of the Rapid Courier Service

Mr. Florică was involved in activities aimed at improving and digitalising operational processes within the Rapid Courier service. These activities included order management, shipment tracking, organisation of operational information and alignment of service delivery flows with digital solutions.

His involvement supported the transition from predominantly manual processes toward more structured and better-organised workflows, allowing improved tracking, processing and management of courier orders and shipments.

2. Clarification of operational and functional requirements

Within our collaboration, Mr. Florică supported the identification and clarification of operational needs arising from day-to-day service delivery. He contributed to translating business and operational requirements into clear inputs for the teams involved in adjusting or implementing working solutions.

This helped ensure that the practical needs of the Rapid Courier service were better understood and taken into account in the modernisation and digitalisation process.

3. Improvement of internal workflows and coordination

Mr. Florică contributed to discussions and activities related to improving working methods between the subdivisions involved in the delivery of the Rapid Courier service. This included clarifying responsibilities, simplifying certain operational steps, improving communication between the commercial and operational sides, and supporting a more structured follow-up of activities.

His involvement contributed to more coherent workflows, better collaboration between teams and clearer management of tasks related to the service.

4. Customer-oriented service development

Mr. Florică was also involved in activities related to the development and promotion of courier services, with attention to customer needs, service accessibility and practical improvements in the delivery experience.

This supported a more beneficiary-oriented approach to service development and contributed to clearer, more accessible and better-structured courier services.

5. Communication and coordination between teams

Throughout our collaboration, Mr. Florică maintained regular communication with the persons and subdivisions involved in the operations of the Rapid Courier service. He demonstrated a practical, calm and solution-oriented approach, with the ability to coordinate between commercial, operational and technical perspectives.

This contributed to better communication between teams and more effective follow-up on agreed activities.

Professional Qualities Observed

Based on our collaboration, I can confirm that Mr. Stanislav Florică demonstrated the following professional qualities:

- involvement in modernisation and digitalisation activities;
- good understanding of operational and service delivery processes;
- ability to coordinate between commercial, operational and technical teams;
- capacity to clarify business and functional requirements;
- effective communication with different internal stakeholders;
- practical and solution-oriented approach;
- attention to beneficiary and customer needs;
- seriousness, responsibility and results orientation.

Based on the above, I consider that Mr. Stanislav Florică's experience at S.E. Moldova Post, particularly through his involvement in the modernisation and digitalisation of the Rapid Courier service, is relevant for assignments related to project management, digital transformation, public service modernisation, business process improvement and service delivery coordination.

His experience may be especially relevant for projects involving digitalisation, process improvement, coordination of multiple stakeholders, operational integration and the development or modernisation of public or institutional services.

This letter is issued at the request of Mr. Stanislav Florică and may be used for the purpose of confirming his professional experience in public procurement procedures, donor-funded projects or other professional evaluations.

Yours sincerely,

Elena Croitor

Former Head of the Rapid Courier Service, S.E. Moldova Post

Head of the Service Delivery & Operations Division, e-Governance Agency

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Signature: _____

Date: _____