



Alexandru G.

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About me:

I am a person passionate about contributing to the creation of products through team management, whether the team is small or large. My aim is to achieve the highest standard of quality in the developed products, surpassing the expectations of both beneficiaries and end users. Simultaneously, I pay special attention to strengthening team relationships and developing the individual skills of each team member.

WORK EXPERIENCE

01/2023 – PRESENT – Chisinau, Republic of Moldova

Project Manager in Information and Communication Technology – S.C. Rețele Terestre S.R.L.

Activities and responsibilities:

- Analysis and identification of digitization and automation needs.
- Designing digitalization and automation information solutions.
- Project management for developing and implementing information solutions (software/hardware).
- Management of modernization projects, reengineering, and adjustment of existing information solutions.
- Planning, coordinating, and monitoring the processes of developing the skills of the members of the information solutions implementation teams.
- Ensuring customer assistance and support in the process of the project implementation, or technical assistance of completed projects.

06/2020 – 12/2022 – Chisinau, Republic of Moldova

Deputy Director – P.I. "Center of Information Technologies in Finance"

Activities and responsibilities:

- Coordination of the activities of the subdivisions in the administrative organizational field and managerial support (financial management, procurement, asset management, training and professional development of the institution's employees and clients, document management, human resources management, standardization and managerial support, legal support and assistance, document expertise and testing of house and control equipment, manufacturing polygraphic articles, internal security).
- Coordination of the process of standardization and documentation of institutional business processes in view of preparation for ISO certification.
- Management and coordination of completed or ongoing projects (Telephone support line within the electoral campaigns for the CEC; internal institutional development; forming, generating, printing and the filing of real estate tax payment notices for Chisinau City Hall and other local public authorities, the unification of support lines within the institution's call center).
- Management of projects for the implementation of digital solutions for managing the institution's processes: Redmine CTIF (planning of activities, management and monitoring of tasks, as well as reporting of results), e-Cancelaria (management and electronic circulation of incoming, outgoing and internal correspondence), Cloud CTIF (storage and joint work with corporate documents), CTIF Contracts (institution contract management), cursu.ctif.md (landing page for training services provided by the institution), elearning.ctif.md (electronic training and professional training platform at a distance of the Institution's employees).
- Coordination of IT projects carried out by the institution for the digitization and automation of the services of the Ministry of Finance, the State Fiscal Service and the Customs Service.
- Ensuring the process of negotiating contracts with IP CTIF beneficiaries and closing the works.

- Coordinating the work of several working groups/committees established under IP CTIF orders as chairman.
- Ensuring planning, monitoring and reporting processes.;
- Identifying and establishing proposals for improvement a the processes of the launched information systems.

08/2020 – 06/2020 – Chisinau, Republic of Moldova

Head of the Public Services Management Department –P.I. "Center of Information Technologies in Finance"

Activities and responsibilities:

- Ensuring activities to promote the institution's products, services and image.
- Ensuring service provision activities: connecting taxpayers to electronic fiscal services; the sale of advanced qualified electronic signatures, the sale of "Excise Stamps ", the sale of standard forms of primary documents with a special regime, the sale of special paper blankets, the processing and archiving of tax documents, the analysis and presentation of complex information related to the tax field.
- Ensuring the provision of informative-consultative and technical assistance to clients regarding the use of electronic fiscal services, fiscal legislation, as well as promoting the Institution's services and products by telephone.
- Ensuring the customs clearance processes of goods and means of transport.
- Management of commercial projects with specific IT, but also from other fields that aimed to provide services.
- Ensuring planning, monitoring, and reporting processes.

04/2015 – 07/2018 – Chisinau, Republic of Moldova

Head of the Commercial Department – S.E. FISCSERVINFORM

Activities and responsibilities:

- Ensuring activities to promote the Company's products, services and image.
- Ensuring service provision activities: connecting taxpayers to electronic fiscal services; the sale of advanced qualified electronic signatures, the sale of " Excise Stamps ", the sale of standardized forms of primary documents with a special regime, the sale of special paper blankets.
- Providing informative-consultative and technical assistance to clients regarding the use of electronic fiscal services, fiscal legislation, as well as promoting the Company's services and products by phone.
- Ensuring the process of creation and certification at SIS of the Certification Center of S.E. "Fiscservinform " (issuance of advanced qualified electronic signatures).
- Management of projects aimed at implementing digital solutions for the company and for the customers.
- Participation in the description of business processes for the standardization and certification of the Enterprise to the ISO 9001:2008 standard.
- Involvement in the coordination of IT projects carried out by the enterprise for the digitization and improvement of SFS services.
- Ensuring planning, monitoring, and reporting processes.

03/2014 – 03/2015 – Chisinau, Republic of Moldova

Head of the Customer Support Service – S.E. FISCSERVINFORM

Activities and responsibilities:

- Ensuring the process of consultation, training and information, by telephone of taxpayers regarding the use of electronic services provided by the enterprise.
- Ensuring the training process for economic agents and IFPS staff regarding the use of electronic fiscal services.
- Member of the "Certification Center" of Î.S. "Fiscservinform" – Certification administrator.
- Management of some projects aimed at providing services.

- Ensuring the planning and reporting process of the department's activity.

03/2013 – 02/2014 – Chisinau, Republic of Moldova

Head of the Customer Assistance Section, Commercial Department – S.E. FISCSERVIFORM

Activities and responsibilities:

- Ensuring the process of consultation, training and information, by telephone of taxpayers regarding the use of electronic services provided by the enterprise.
- Ensuring the training process for economic agents and IFPS staff regarding the use of electronic fiscal services.
- Member of the "Certification Center" of Î.S. "Fiscservinform" – Certification administrator.
- Administration of the "Frequently Asked Questions" section on the www.servicii.fisc.md portal
- Ensuring the planning and reporting process of the department's activity.

09/2011 – 02/2013 – Chisinau, Republic of Moldova

Main specialist of the Customer Assistance Section, Commercial Department – S.E. FISCSERVIFORM

Activities and responsibilities:

- Ensuring the process of consultation, training and information, by telephone of taxpayers regarding the use of electronic services provided by the enterprise.
- The leader of the working group "Electronic declaration" and "General electronic register of fiscal invoices".
- Administrator of the Connection Center to the "Electronic Declaration" service of legal entities (09.05.2011-12.30.2011).
- Elaboration of instructions and user guides.
- Training of economic agents and IFPS staff on the use of electronic fiscal services.
- Member of the "Certification Center" of Î.S. "Fiscservinform" – Certification administrator.
- Administration of the "Frequently Asked Questions" section on the www.servicii.fisc.md portal
- Ensuring the planning and reporting process of the department's activity.

01/2011 – 09/2011 – Chisinau, Republic of Moldova

Senior specialist of the Customer Assistance Department, Commercial Department – S.E. FISCSERVIFORM

Activities and responsibilities:

- Ensuring the process of consultation, training and informing taxpayers regarding the use of electronic services provided by the enterprise.
- Leader of the Working Group "Electronic Declaration".
- Member of the "Certification Center" of Î.S. "Fiscservinform" – Certification administrator.
- Elaboration of instructions and user guides.
- Training of economic agents and IFPS personnel regarding electronic fiscal services.

08/2010 – 03/2011 – Chisinau, Republic of Moldova

Specialist of the Customer Assistance Department, Commercial Department – S.E. FISCSERVIFORM

Activities and responsibilities:

- Ensuring the process of consultation, training and informing taxpayers regarding the use of electronic services provided by the enterprise.
- Member of the working group "Electronic declaration".
- Training of economic agents and IFPS personnel regarding electronic fiscal services.

● **EDUCATION AND TRAINING**

2021 - Chisinau, Republic of Moldova

Business Context Agility – "ASCENDIS" SRL (Romania)

2021 - Chisinau, Republic of Moldova

Emotional Intelligence - LSI – "ASCENDIS" SRL (Romania)

2021 - Chisinau, Republic of Moldova

Performance in 100 days – "ASCENDIS" SRL (Romania)

2021 - Chisinau, Republic of Moldova

Cyber Security Specialist – "Romsym Consulting" SRL (Romania)

2020 - Chisinau, Republic of Moldova

Time management and effective delegation – ASCENDIS" SRL (Romania)

2020 - Chisinau, Republic of Moldova

Performance Management – "ASCENDIS" SRL (Romania)

2019 - Chisinau, Republic of Moldova

Health and safety at work (8 hours) – "AG Service Consulting" SRL (Republic of Moldova)

2017 - Chisinau, Republic of Moldova

Exemplary Leadership – "ASCENDIS" SRL (Romania)

2017 - Chisinau, Republic of Moldova

Change Management – "ASCENDIS" SRL (Romania)

2017 - Chisinau, Republic of Moldova

Management of crisis and conflict management – "ASCENDIS" SRL (Romania)

2017 - Chisinau, Republic of Moldova

Project Management from A to Z – EDU (Romania), AdCognos (Republic of Moldova)

2016 - Chisinau, Republic of Moldova

Diction Course – DICTIE.MD (Republic of Moldova)

2016 - Chisinau, Republic of Moldova

Base export course with modules: Risk Management, International Marketing, Project Management – WIFI International (Austria)

2016 - Chisinau, Republic of Moldova

Modern sales techniques, attractive presentation of products/services – EVENDA (Republic of Moldova)

2015 - Chisinau, Republic of Moldova

Time Management – "ASCENDIS" SRL (Romania)

2015 - Chisinau, Republic of Moldova

Risk Management – "ASCENDIS" SRL (Romania)

2013 - Chisinau, Republic of Moldova

Change Management – "ASCENDIS" SRL (Romania)

2013 - Chisinau, Republic of Moldova

Development and motivation of teams – "ASCENDIS" SRL (Romania)

2013 - Chisinau, Republic of Moldova

Visionary Leadership – "ASCENDIS" SRL (Romania)

2013 - Chisinau, Republic of Moldova

Performance Management – "ASCENDIS" SRL (Romania)

2011 - Chisinau, Republic of Moldova

Promotional Promotion – MACIP (Republic of Moldova)

2011 - Chisinau, Republic of Moldova

Accounting - 1C - 7.7 – MACIP (Republic of Moldova)

2010 - Chisinau, Republic of Moldova

Development of Customer Support Skills – MACIP (Republic of Moldova)

2012 - 2016 - Chisinau, Republic of Moldova

Bachelor's degree – Academy of Economic Studies of Moldova
Finance and Banks

2009 - 2011 - Chisinau, Republic of Moldova

MASTERS – State University of Moldova
History and philosophy

2005 – 2009 - Chisinau, Republic of Moldova

Bachelor's degree – State University of Moldova
History and philosophy

● LANGUAGE SKILLS

Mother tongue(s): **Romanian**

Other language(s):

	UNDERSTANDING	SPEAKING	WRITING
English	C1	B2	B1
Russian	C2	C2	C1

● ORGANISATIONAL SKILLS

- Competences to plan and carry out team/multiple team activities on processes of different complexity;
- Skills to manage teams on operational activities and project teams (projects in the field: service provision, improvement and standardization of processes and implementation of digitization and automation IT solutions);
- Ability to make decisions and assume responsibilities;
- Ability to learn and develop myself as well as develop members of managed teams;
- Competence to adequately manage stress and crisis situations;
- Flexibility and ability to adapt to new circumstances;
- Compliance with execution terms and deliverables;
- Leadership and problem solving skills.

● COMMUNICATION AND INTERPERSONAL SKILLS

- Experience in public speaking;
- Ability to relate and listen;
- Empathy;
- Respect;
- Persuasion.

● DIGITAL SKILLS

- Microsoft OS: Microsoft XP, Vista, 7, 10, 11

- Microsoft Office™ (Word, Excel, Access, PowerPoint, Visio)
- Browsers: Google Chrome, Mozilla Firefox , Opera, Microsoft Edge
- Software for design: Adobe Photoshop, Adobe Illustrator, Figma.
- Software for project manager: Microsoft Project, Redmine
- Software for document management: Directum, e-Cancelarie