



Full name **Inga Galben,**
 Professional Profile **certified Business Trainer, L&D strategist, HR Director**
 Location Chisinau, Republic of Moldova
 Contacts Mobile: (373) 68200660,
 E-mail/ LinkedIn ingalben@yahoo.com / <https://www.linkedin.com/in/inga-galben-learningdevelopment/>

Work experience

- | | |
|--------------------------------------|--|
| Dates | November 2021 - present |
| Occupation / Business area | HR Manager / HR Director, FinTech, Key IVR |
| Main activities and responsibilities | <ul style="list-style-type: none"> • Develop, maintain, and deliver employee retention strategy • Recruitment and staffing across the business • Develop, maintain, and deliver PDP and one-to-one program across the business • Performance Management, Talent Management – promotions, career succession planning • Onboarding, development, and learning needs assessment • Continuous learning and development programs planning and delivery • Market research and actions planning |
| Dates | December 2017 – November 2021 |
| Occupation / Business area | People Development Business Partner / IT services provider, Endava |
| Main activities and responsibilities | <u>Assessing L&D needs</u> , planning and delivery of internal and external programs; Training sessions delivery; Curricula and course design of <u>onboarding/induction</u> and people development programs <ul style="list-style-type: none"> • Data collecting and transformation for cross-location teams • Onboarding new hires, induction training sessions delivery (regional level MD and RO); • Feedback Program (training development, delivery, assessment (regional MD and); • Wellbeing Program (Local level and extended on the global level) • Innovation Lab Competition – organizing, delivery, and engagement of the teams and organizational contributors. • Soft Skills Programs – from TNA to delivery and success analysis • Certification Centre – a Pearson VUE testing Centre Launch |
| Dates | April 2011 – December 2017 |
| Occupation / Business Area | People Development and Evaluation Manager / Banking, MAIB |
| Main activities and responsibilities | Organizing and delivering training sessions; annual learning and development budget planning; organizing and providing assessment sessions; external and internal trainers/programs evaluation.
<u>Internal projects ownership:</u> <ul style="list-style-type: none"> • Optimizing and Digitalizing the Staff Evaluation Process with the use of an Internal App • Planning and delivery of the front office staff evaluation project • <u>Train the Trainer</u> - Course development and training delivery |

Early career

- | | |
|----------------------------|---|
| Dates | August 2009 – April 2011 |
| Occupation / Business area | Manager Coordinator / Human Resources (Trainer) / FMCG, Retailer |
| Dates | November 2008 – July 2009 |
| Occupation / Business area | General Director Assistant / FMCG, Retailer |
| Dates | July 2004 – June 2006 |
| Occupation / Business area | High School English and Romanian language teacher |

Education and training

- | | |
|-----------------------------|--|
| Dates | October 2020 – onwards |
| Qualification / Institution | Ph.D. Studies / Moldova State University |
| Area of research | Humanistic and Education Studies |

Education and training

Provider	Project Management from A to Z / AdCognos
Dates	Project Management (35 hours prep for PMP Exam)
Qualification / Institution	November 2014 – June 2015
Area of Study	Certified Business Trainer
Dates	Chamber of Commerce of the Republic of Moldova
Title of qualification awarded	September 2005 – July 2006
Name and type of organization	Master's Degree Course in American Studies
Dates	Moldova State University, American Studies Program
Title of qualification awarded	September 1999 – July 2003
Name and type of organization	Higher Education
	Moldova State University

Other Relevant Courses and Study Programs

School of IT Architecture (Provider William Richards, within Endava Global Program)
School of Agile PM (Internal Provider, within Endava Local Learning Programs)
Candidates Selection and Hiring, New Legislative Aspects (MD Chamber of Commerce)
How to Create a Powerful Corporate Course Using Neuroscience (Instructional Design LTD) .
Marketing and Sales Techniques; Business Planning; Human Resources Management and Labour Law.

Language

Romanian - native
Russian - bilingual
English - advanced
German - elementary
Italian - elementary