





PERSONAL INFORMATION

Victoria Belous



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Sex Female | Date of birth 24/07/1979 | Nationality Moldovan/Romanian

WORK EXPERIENCE

March 2020 - present

Director of the National Center for Digital Innovation in Education “Clasa Viitorului”

- Responsible for fulfilling the tasks and functions assigned to the Center, as well as for its patrimony and financial-material resources;
 - Presenting reports to the Board of Directors regarding the activity of the Center;
 - Implementing the decisions of the Board of Directors;
 - Ensuring the convening of the Board of Directors and organizes the preparation of its meetings;
 - Representing the Center in relations with national and international organizations and institutions, other donors financing projects and other international donor institutions, other legal and natural persons;
 - Organizing trainings on GSuite for Education for the permanent group of trainers of the Center;
 - Elaborating didactic trainings for adults on active communication for the National Digital Literacy Program, at the initiative of the Ministry of Education, Culture and Research;
 - Teaching 3 trainings in blended learning format for the group of national trainers of the center, starting the pandemic period of COVID-19, giving them the possibility to prepare tasks online and present them at face-to-face training;
- Business or sector** MECC/Orange Foundation, MCP project

August 2019 – May 2020

Senior Expert in Education

Assistance to schools’ administrations in the development and implementation of Energy Management System in eight schools’ EE projects financed by European Union within the GIZ project “Modernization of Local Public Services in the Republic of Moldova”

- Elaborating the structure and content for the ‘Energy Hours’ in the schools;
 - Developing and elaborating methodology and Curricula for Energy Hour of the energy classes for 8 beneficiaries schools;
 - Developing didactic strategies and concept for teaching the Energy Hour of the energy classes for 8 beneficiaries schools;
 - Monitoring delivery of the Energy Hour by teachers from beneficiaries schools;
 - Organising workshops with teachers on provision of ‘Energy Hours’ in the schools;
 - Finalizing of the Energy Hours content (presentations, energy tests for pupils)
- Business or sector** GIZ/EU project

May 2019 – present

Capacity building consultant on Diaspora, Migration and Development and Labour Migration issues for public authorities, MiDL project, UNDP Moldova

- Assessing the capacity building needs of the National Employment Agency (NEA) staff in the field of labour migration;
 - Strengthening the capacity of NEA/TEA staff by delivering trainings on selected topics in the field of migration, circular labour migration;
 - Strengthening the capacity of Home Town Associations representatives (presidents of HTAs, board members, members) by delivering trainings on institutional development;
 - Monitoring and Evaluation – develop a Monitoring, Evaluation and Learning matrix for the capacity building activities for the target groups - NEA/TEA, LPAs staff, and NGOs in the field of labour migration and DMD and conduct regular monitoring of learning progress achieved.
- Business or sector** UNDP/ Swiss Agency for Development and Cooperation project

March 2018 – August 2018

National Coordinator of the Capacity Building Activities within Moldova Energy and Biomass Project, UNDP Moldova

- Coordinating and contributing to the development of comprehensive training modules and packages for all target groups of the project;
 - Integrating the training schedule in the community project cycle and developing, planning and coordinating the training and technical assistance program accordingly;
 - Organizing the National Contest on Renewable Energy Sources in partnership with the Ministry of Education;
 - Developing the methodology of the “Energel” Summer School, focused on short lectures regarding energy efficiency, renewables, energy from biomass’ and solar energy, interactive activities, including competitions, games, open-air demonstrations etc.;
 - Full organization of the Summer School “Energel” on Renewable Energy Sources for 60 young people.
- Business or sector** UNDP/EU project

September 2016 – January 2018

Capacity Development Coordinator and Country’s Representative of the Programme in Moldova / European Union-Eastern Partnership Culture Programme 2015-2018 (the Eastern Partnership (EaP) Culture Programme II

- Networking with public bodies, civil society and businesses on the ground;
- Developing, preparing and managing country-specific activities with the Key Experts team and Short-Term Experts;
- Drafting monthly reports to the Team Leader on country activities, developments, significant decisions, important meetings and any new or emerging initiatives;
- Making sure that local ‘dialogue’ in the cultural and creative sectors is taking place productively;
- Ensuring all project activities, decision-making, discussions, and week-by-week progress are sustained, developed and monitored;
- Coordinating a monthly professional gathering of cultural operators and officials who are ‘dialogue workers’ with others from the cultural and creative sectors;
- Setting up at least once every two months a structured review meeting on ‘EaP Culture Programme II’ progress with a designated responsible person from the Ministry of Culture (ideally at Deputy Minister level);
- Maintaining close liaison with the Information and Communication Manager of the project on information and visibility issues.

Business or sector EU project

May 2013 – September 2016

Career advisor

UNDP Moldova, SYSLAB Centre Chisinau

- Organizing and monitoring career orientation activities for highly-educated unemployed beneficiaries;
- Establishing and maintaining regular contacts with the local employment agencies for the transfer of Project’s knowledge, experience, and methodology, as well as with partners, enabling partnerships with the private sector and academia;
- Representing SYSLAB project and the centre at different events – e.g. International Youth Day, Job Fairs, International Day of Migration etc.;
- Coordinating receptions, evaluation and advising beneficiaries with business ideas; constantly updating the database;
- Organizing staff interviews, motivations seminars, “management by walking around”, and other events in line with the SYSLAB Centre’s needs;
- Providing support in the implementation of the Seed-money fund created within the framework of the Project and orienting potential applicants from the full-time groups to apply to it, based on the agreed internal regulation governing such fund;
- Responsible for the implementation of the Centre’s work plan according to indicators for achieving planned results, in line with UNDP rules, regulations and procedures;
- Applying and promoting the principles of result-based management (RBM) to ensure the provision of development services and products of the highest quality and standards to national counterparts and beneficiaries.

Business or sector UNDP Project

August 2006 – April 2008

Sales and Marketing Coordinator/Trainer

GRBS Training Centre, Baku, Azerbaijan

- Assisting general manager in strategic planning, client orientation and projects implementation;
- Developing presentations and proposals for market managers as well as sales representatives as required;
- Coordinating the sales team by managing schedules, filling out important documents and

- communicating relevant information;
- Conducting organization-wide training needs assessment and identifying skills or knowledge gaps that need to be addressed;
- Use known education principles and stay up-to-date on new training methods and techniques;
- Designing, preparing and ordering educational aids and materials;
- Assessing instructional effectiveness and determining the impact of training on employee skills and KPIs;
- Preparing training materials and case studies regarding to sales, marketing and PR;
- Designing training curricula within time and budget constraints, producing physical and digital educational material (e.g. videos and case studies);
- Developing individual coaching plans according to clients' needs; providing resources and assistance;
- Providing coaching, conducting training sessions, developing outcome improvement resources.

Business or sector Training Center

Additional work experience:

Date	January 2006 – April 2008
Location	Baku, Azerbaijan
Company	GRBS Training Centre / www.grbs.com
Position	IELTS Teacher
Description	Preparing individual programs and systematic curriculum for students. Teaching IELTS to students of different levels. Organizing “real exam” situation and testing students’ knowledge before going to the real exam.
Date	October 2005 – January 2006
Location	Baku, Azerbaijan
Company	Philosophy Travel Agency
Position	Sales Executive
Description	Dealing with corporate customers - scheduling appointments and signing contracts. Making flight bookings/re-bookings and hotel reservations.
Date	August 2003 – October 2005
Location	Chisinau, Republic of Moldova
Company	Austrian Airlines
Position	Reservation and Ticketing Agent, Office administrator
Description	Making flight bookings/re-bookings and hotel reservations. Dealing with corporate customers - scheduling appointments and signing contracts.
Date	January 2003- August 2003
Location	Chisinau, Republic of Moldova
Company	The German-Austrian Trade Centre - “ProComert”
Position	Office Manager
Description	Organizing visits of German and Austrian guests. Scheduling appointments and all other formalities. Managing human and material resources; performing written and oral translations (English, German, Russian, Romanian); preparing databases, working with clients, preparing reports and office correspondence.
Date	September 2002 – December 2002
Location	Chisinau, Republic of Moldova
Company	State University of Moldova
Position	Teacher of German Language and Literature
Description	Teaching German language Methodology and New Curriculum Implementation. Teaching German Civilization and Literature.
Date	2001- June 2002
Location	Chisinau, Republic of Moldova
Company	University of foreign languages and international business, STUDIUM

Position	Teacher of German
Description	Teaching German
Date	2000 - 2001
Location	Chisinau, Republic of Moldova
Company	State University of Moldova
Position	Teacher of German
Description	Teaching German Grammar
Date	1998 – 2000
Location	Chisinau, Republic of Moldova
Company	Pedagogical College “Alexei Mateevici”
Position	Teacher of German
Description	Teaching German as part of the University practical training.

EDUCATION AND TRAINING

September 2013 – July 2015

Master Degree in Political Science

Major in Diplomacy, Security, Business and Communication

Free International University of Moldova, International Relations Department

- Economic Diplomacy, Diplomacy and Foreign Policy, Diplomatic Discourse, Globalization and Regionalization, Diplomacy and Security, Intercultural Communication, Global Business Strategy etc.

September 2003 – July 2007

Bachelor Degree in Economics

Major in Business Administration

Academy of Economic Studies of Moldova, Business Administration Department

- Political economy, Economic Mathematics, Basics of Accounting, Statistics, Foundation of Business, Risk Management in Business, Human Resources Management, General and Industrial marketing, Data bases and Communication Means etc.

September 1996 – July 2001

Bachelor Degree in Linguistics

Major in Pedagogy of German and English Languages

State University of Moldova, Department of Foreign Languages and Literature

- Lexicology, Stylistics, Universal Literature, Phonetics, Semiotics, Hermeneutics, Psychology, Pedagogy, etc.

PERSONAL SKILLS

Mother tongue(s) Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	C1	C1	C2
IELTS - 7.0 in 2008					
German	B2	B2	B2	B2	B2
Bachelor degree in foreign languages, State University of Moldova (German and English)					
French	B1	B2	B1	B1	B2
Russian	C2	C2	C2	C2	C2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills

- Communicating ideas with a positive and constructive attitude, developing this attitude in others;
- Able to interact with others and develop active strategies to understand both emotions and the explicit content of information;
- Having exceptional interpersonal, communication and motivational skills;
- Knowledge of behavioural norms, aware of cultural diversity aspects.

Organisational / managerial skills

Change management:

- I openly support/appreciate change and motivate others to search for opportunities for innovation;
- I am open to receive suggested tactics for situations or for the reactions of others;
- Self-motivated with a flexible attitude, able to adapt quickly to change;
- Multi-tasking and self-management skills.

Team management:

- Leading, engaging, building confidence and assuming personal risk when delegating important responsibilities to team members;
- Appreciating and encouraging open expression, ideas and initiatives of team members;
- Determining standards and performance objectives;
- Sharing information proactively.

Job-related skills

- Well-oriented to own ability to deliver good service;
- Proficient at developing corporate vision and strategy;
- Open to apply principles and procedures in a flexible way;
- Used to working independently and proactive when co-operating;
- Capable to tackle difficult situations, react constructively and come up with new solutions or methods.

Digital competence

SELF-ASSESSMENT

Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Independent user	Independent user	Independent user

Levels: Basic user - Independent user - Proficient user

[Digital competences - Self-assessment grid](#)

- Good command of computer to retrieve, access, store, produce, present and exchange information communicate and participate in collaborative networks via the Internet.

ADDITIONAL INFORMATION

Trainings delivered
2006 - present

▪ **Trainings elaborated, prepared and delivered:**

“Marketing and Sales”, “Institutional management”, “Organizational culture”, “Teamwork and organizational efficiency”, “Human resources management”, “Change and risk management”, “Conflict management”, “Performance management”, “Leadership and communication”, “Personal growth – motivation”, “Presentation skills”, “Communication skills”, “Personal branding”, “Networking”, “Business correspondence”, “Stress management”, “Time management”, “Successful CV and motivation letter writing”, “Telephone speaking”, “Communication and social media”, etc.

Membership
Honours and awards

▪ Former Member of the Staff Association Committee (SAC), elected by UNDP colleagues in 2016.

▪ Annual award under the nomination of: “*Creativity and Innovation*”. Recognized by UNDP peers for the role in achieving sustainable results for the organisation in 2014.

References

Viorica Țicu

Free International University of Moldova /ULIM

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MiDL project, UNDP Moldova

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JOBS Moldova Project

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