

CURRICULUM VITAE

For position: Project Manager / Team Leader

1. **Family name:** CRISCIUNAS
2. **First names:** LEONIDAS
3. **Date of birth:** 02.08.1977
4. **Nationality:** LITHUANIA / MOLDOVA
5. **Residence:** MOLDOVA
6. **Education:**

| Institution: | Degree(s) or Diploma(s) obtained: |
|---|---|
| Academy of Economic Studies (ASEM) - Chisinau, Moldova (1995-2000) | Bachelor degree in Finance |
| Academy of Economic Studies (ASE) - Bucharest, Romania (1996-1997) | Exchange student, Faculty of International Economic Relations |
| College of Microelectronics and Programming - Chisinau, Moldova (1992-1995) | Bachelor Degree in Computer Science |

7. **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 | 3 | 3 | 3 |

8. **Membership of professional bodies:**

- a) Member of the Council of Experts of the Soros Foundation Moldova
- b) Director of the Management, Administration and Public Policy Institute
- c) Member of the e-Transformation and Paperless Government Committee under the State Chancellery of Moldova
- d) AIESEC alumni;

9. **Other skills:** Skilled in software design and programming, development of technical specifications for IT systems, business processes analysis and re-engineering, IT Project Management, IT training delivery.

10. **Present position:** Senior IT Expert

11. **Years of experience:** 22 years

12. **Key qualifications:**

- Identification, formalization (as-is assessment), optimization (re-engineering) and automation of business processes of both public authorities and private companies, introduction of effective methods of service provision to population and businesses, simplification of operations, development of components of the electronic government, as well as carrying out seminars and trainings in all range of questions related to the optimisation and automation of business processes.
- Practical/hands-on experience in software development. Successfully implemented complex IT systems: Wastes Management Information System (WMIS) of the Republic of Moldova, Chemicals Registry of the Republic of Moldova, e-Petitions IS of the Parliament, e-Case IS of the General Prosecutors Office, Migration Management IS, e-Monitoring Information System, Registry of Scanned Court Decisions.
- Business Process Analyst, IT consultant with experience in both public and private sectors;
- Extensive experience in databases and websites development, including websites for major agencies and ministries in Moldova (Environmental Pollution Protection Office, Ministry of Finance, Agency of Public Procurement, Ministry of Transport and Infrastructure, etc.);
- Advanced computer skills in EMC Documentum, ECMP, PlanPro, SimBase, IBM SPSS, Web-design, CMS (Drupal, Joomla, WordPress, Mambo), Laravel and Simfony frameworks, Bootstrap, PHP, MySQL, JavaScript, JQuery, Network and Server Management, MS Office, Photoshop;
- Skilled in using such tools as Visual Paradigm, Enterprise Architect and Bizagi Modeler for UML, BPMN 2.0 and SysML modelling;
- Educational background in Computer Science and Software Engineering;
- Experience with EU, UN, USAID, WB and ILO funded projects.

13. **Specific experience in transition economies:**

| Country | Date from - Date to |
|------------|---|
| Belize | 01/2020 – 12/2022 |
| Uzbekistan | 04/2021 – 05/2022 |
| Kazakhstan | 07/2019 – 08/2019, 11/2023 |
| Lao DPR | 09/2018 – 10/2018, 05/2019 – 06/2019, 04/2020 – 05/2020 |
| Lithuania | 11/2016 - 12/2016 |
| Latvia | 08/2008 - 03/2010 |
| Estonia | 08/2012 - 10/2012 |
| Tajikistan | 10/2012 - 05/2013, 11/2017 - 11/2018 |
| Greece | 08/2001 – 08/2002 |
| Moldova | 09/2000 – to-date |

14. Professional experience

| Dates | Location | Company& reference person (name & contact details) | Position | Description |
|-------------------------|-------------------------|---|---|---|
| 12/2024 – present | Dushanbe, Tajiksitan | State Unitary Enterprise (SUE) “Qonuniyat” Information Systems of the Ministry of Justice Faridun Sharifi, Director Tel: +992 907501011 Email: adlia@yandex.ru | Project Manager | Development and implementation of the Civil Registration E-Portal for the Ministry of Justice of the Republic of Tajikistan - 49-2024-RFP-UNDP-IAPS <ul style="list-style-type: none"> Developed and managed the project roadmap, timeline, and deliverables for the Civil Registration e-Portal (CR e-Portal) Ensured alignment with government requirements, international best practices, and donor expectations (e.g., UNDP, World Bank) Acted as the primary liaison between government agencies (Ministry of Justice, Ministry of Health, Ministry of Foreign Affairs, Tax Service, Pension Fund, Statistics Agency), international partners, and technical teams Organized and led steering committee meetings to track progress and address challenges Identified project risks and implemented mitigation strategies to ensure smooth execution Addressed technical, legal, and operational challenges in collaboration with stakeholders Managed project budget, contracts, and procurement processes Optimized the allocation of human and financial resources to maximize efficiency Provided regular progress reports, status updates, and technical documentation to donors and government agencies Ensured proper documentation of business processes, data structures, and integration protocols |
| 06/2024 – 09/2024 | Chisinau, Moldova | Alexandru Stratulat Programme Manager One UN Joint Action / Cross- river support for Human Rights alexandru.stratulat@undp.org +373 686 90221 | ICT Capacity Development Consultant | ICT Capacity Development Consultant <ul style="list-style-type: none"> Developing thematic training modules and delivering training sessions on key digital areas, such as: introduction to digital transformation, general IT literacy, social media literacy, service provision online, basic web design, security and data protection, digital tools and instruments. Organising a comprehensive assessment workshop, covering topics from the thematic training modules and produce a final evaluation of lessons-learned. Developing technical criteria for digital grants. Knowledge transfer and expertise for the preparation of relevant package of documents and evaluation and selection of grants recipients. |
| 06/2024 – 09/2024 | Chisinau, Moldova | Alain E. Lapon Chief Technical Advisor SEESAC / United Nations Development Programme alain.lapon@undp.org + 383 49 785 910 | Project Manager | Feasibility study related to the weapons registry in Moldova <ul style="list-style-type: none"> Reviewing and defining the current state of the implementation of the weapon registry system. Defining the status of the new data sources/services. Analysing the requests for integration of new systems (data sources) in the weapon registry system. Reviewing and analysing the current situation regarding the required new defined systems (data sources) and possibility for their integration. Analysing/documenting the responsibility of administration and maintenance of the weapons registry based on current legislation. |
| 09/2023 – 11/2023 | Chisinau, Moldova | ICS Vernon David SRL Roman Ivanov, Partner roman.ivanov@vdalegal.com +373 (0) 79 88 66 71 | IT Expert | European Bank for Reconstruction and Development (EBRD) / Project on Streamlining Enforcement Procedures - Digitisation of Debt Enforcement by Bailiffs from Debtor Bank Accounts <ul style="list-style-type: none"> Desk research and consultations with the NUEO, the ABM, Ministry of Justice, commercial banks, E-Governance Agency, State Tax Inspectorate, credit bureau agencies and other relevant institutions. Developing an assessment of the counterparts' needs, constraints and lessons learned from previous attempts to digitise the debt enforcement process, compiled as a result of consultations held with each |

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| | | | | <p>counterpart and other relevant actors.</p> <ul style="list-style-type: none"> Detailed analysis of possible interoperability options/models between the bailiff's and the banking institutions' systems, outlining each model's advantages, disadvantages and risks from legal, IT and financial perspectives. Actionable recommendations with timeframe on how to implement the best model. |
| 09/2022 – 12/2023 | Chisinau, Moldova | <p>UNHCR Moldova Suenanica de Rozario Registration & Identity Management Officer derozari@unhcr.org +373 69 116 835</p> | Project Manager | <p>Development of the Temporary Protection Information System for the documentation of Ukrainian refugees:</p> <ul style="list-style-type: none"> Development of the tool for pre-registration in the information system of temporary protection status applicants on an online platform. Ensuring the record of pre-registration requests according to the processing status (new, in progress, cancelled, processed). Ensuring the record of applicants, applications and beneficiaries of temporary protection. Ensuring the interconnection of the "Temporary Protection" information module with the State Registry of Population (foreigner identification, foreigner registration), Border Police (last crossing, crossing by period), Interpol (person verification). Ensuring functionality for security checks. Development of the online validation functionality of the identity document of the beneficiary of temporary protection by QR code. API development for exposing/providing data on temporary protection beneficiaries to the information systems of other public authorities through MConnect. Ensuring the authentication of applicants through the One Time Password obtained via SMS. Development of technical documentation (User's and Administrator's guides, Deployment instructions). Delivery of trainings to System Administrators and users of the General Inspectorate for Migration. System administration and maintenance. |
| 09/2020 – to-date | Chisinau, Moldova | <p>EU / Four Assist Development Consulting; Vassilis Zanakis zanakis@4assist.eu</p> | Senior NKE in IT | <p>EU-funded project "Support the Moldovan Government in identifying and preparing projects linked to the implementation of the Association Agreement" Project (Contract No. ENI / 2020 / 417-516) – support to the Ministry of Finance as well as selected line ministries and municipalities. Key responsibilities:</p> <ul style="list-style-type: none"> Upgrade of the Aid Management Platform (AMP) used by the MoF for management of foreign assistance projects. Migration of data from the old AMP database to the upgraded AMP. Update of the lists of donors, beneficiary organisations, programmes. Development of data validation reports. Training of EAD staff on the functionalities of the upgraded AMP. Delivery of upgraded AMP pilot sessions for Development partners. Development of the Public investment project appraisal module of the Register of Public Investment Projects (RPIP) used by the MoF. The new module enables the automation and increases efficiency in the overall process of public investment management. Assessment of needs for IT solutions in line ministries and agencies identified for possible support by the Project. Advised MoF on the reactivation of the Register of Public Investment Projects (RPIP) and the integration of the Project Appraisal IT module with RPIP. Provided knowledge transfer to the Centre for IT Support in Finance (CTIF) on the technical administration of the Project Appraisal IT module. Provided support to MoF for the roll out of the new public investment Project Appraisal IT module to facilitate the implementation of the new Regulation 684/October 2022 – the national procedure for the appraisal of |

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| | | | | <p>public investment projects.</p> <ul style="list-style-type: none"> Provided support to selected line ministries in the application of the Project Appraisal IT module. |
| 05/2021 – 02/2024 | Tashkent, Uzbekistan | <p>Mediconsult A13/1/1 Jalan Ampang Utama 2/2, One Ampang Business Avenue, 68000 Ampang, Selangor, Malaysia. Vina Lau, Project coordinator vina@mediconsult.com.my</p> | IT Expert | <p>Asian Development Bank / TA-9892 UZB: Integrated Perinatal Care Project - Consulting Firm for Integrated Perinatal Care Project (52340-002)</p> <ul style="list-style-type: none"> Develop the concept and roadmap for the integration of e-health information systems, Provide a report on international best practices for EMR design with respect to health sector wide patient data storage, patient data analysis at the facility level and at higher levels, and patient data sharing for referral purposes, while paying attention to data privacy and data security issues, In collaboration with the MOH and the MOH agency in charge of e-health UzMedInfo and the international development partners involved in the NIHIMS and universal health coverage (UHC), present and discuss the report on international best practices for EMR design, Elaborate an implementation plan and the terms of reference to update the design of the current EMR. |
| 03/2021 – 01/2023 | Chisinau, Moldova | <p>BCCC-SCRC, Basel Convention Coordinating Centre Av.Italia 6201, Montevideo, Uruguay Tatiana Tugui, Project coordinator tuguitatiana@ymail.com</p> | Senior IT Expert | <p>BCCC-SCRC, Basel Convention Coordinating Centre, Stockholm Convention Regional Centre for Latin America and the Caribbean</p> <ul style="list-style-type: none"> Testing of the integrated electronic toolkit and the building of necessary knowledge for its use at the national level in the Republic of Moldova. Integrated articles 7 and 15 electronic toolkit populated with Persistent Organic Pollutants (POPs) information and data revised/collected. Report compiling potential linkages with the data management systems available at the national level; Report containing a brief description of the necessary arrangements identified for the administration the integrated Article 7 and 15 electronic toolkit at the national level after the project ends. |
| 01/2020 – 12/2022 | Belmopan, Belize | <p>Oxana Abovs kaya Senior Project Manager EPOS Health Management GmbH Tel +49 6172 930 388 oxana.abovskaya@epos.de https://www.epos.de</p> | Database Development Expert (Key Expert 3) | <p>EU Project “Establish and operationalise a Clinical Data Exchange Platform in line with a set of national standards and regulation, expanding the infrastructure of current Belize Health Information System (BHIS)”, EuropeAid/138778/DH/SER/multi. Design and operation of the following Platform components:</p> <ul style="list-style-type: none"> Clinical Data Exchange Platform (CDEP), Interoperable Electronic Health Records component of the CDEP, which includes a standardised Core Data Model/Database (CDM) and Electronic Document Repository (EDR) maintaining a set of Electronic Medical Documents (EMD), Data Warehouse and Analytics Platform component (DWAP) integrated with the CDEP, and Other components necessary for the implementation of the Platform, such as registries, indexes and classifiers. |
| 02/2020 – 07/2022 | Chisinau, Moldova | <p>Vlad Manoil, Chief Reengineering Officer of the e-Governance Agency + 373 79 562 699 vlad.manoil@egov.md</p> | Project Manager (Key Expert 1) | <p>World Bank-funded Public Administration Reform operation: Modernization of Government Services Project / Consulting Firm to perform re-engineering of selected public services / Project ID No. P148537</p> <ul style="list-style-type: none"> Mapping and analysis of the current situation of the selected public services; Designing new effective and efficient delivery processes of public services in healthcare following existing re-engineering methodology while taking into account the ICT component of the project and the legal changes that will be needed to implement the new processes; Develop the concept and a prototype for the registration of medical certifications of births and deaths; Implement the interoperability with existing e-Health Information Systems based on HL7 FHIR specifications for healthcare data exchange. |

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| 01/2020 – to-date | Chisinau, Moldova | Tatiana Tugui, Director Environmental Pollution Prevention Office (EPPO) Tel/fax (+373 22) 222-542 tuguitatiana@ymail.com Silvia Nelipovschi, Chief of the Environmental quality monitoring department, Environmental Agency s_nelipovschi@am.gov.md | Senior IT Expert | Provision of services for the development of the Automated Information System "Register of Chemicals Placed on the Market of the Republic of Moldova" - SIA "REPC" for the Ministry of Agriculture, Regional Development and Environment of the Republic of Moldova, under the project "Improving sustainable institutional and regulatory framework for chemicals and waste management throughout their lifecycle in the Republic of Moldova" implemented by Environmental Pollution Prevention Office (EPPO) and UNEP. Tasks included: <ul style="list-style-type: none"> • Development of REPC database and software components; • Development of technical documentation; • Piloting of REPC; • Users and System Administrators training; • Administration and maintenance of REPC. |
| 03/2020 – 06/2023 | Chisinau, Moldova | Vitalie Antociuc Division Operations Manager at Department of Cadastre, Public Services Agency +373 69 888 708 vitalie.antociuc@asp.gov.md | Project Manager | MD-PSA-120160-NC-RFB / World Bank funded project / Credit number 6306-MD / Digitization of cadastral archives (Contract #1 - 21,2 million pages, Contract #2 - 22,7 million pages, Contract #3 - 29 million pages) <ul style="list-style-type: none"> • Development of the electronic repository of digitized cadastral documents • Development of digital sinning module • Development of digitization workflows |
| 07/2019 – 08/2019 | Nursultan, Kazakhstan | Ulan Oraztaev Director of IT Department Baiterek National Management Holding Тел.: +7 (7172) 91 91 42 u.oraztayev@baiterek.gov.kz www.baiterek.gov.kz | IT Expert | Analysis of business processes and integration readiness of the internal information systems of the BAITEREK National Management Holding. Project consisted of formalization, optimization and automation of discovered business processes of organization, which include the following main categories of processes: HR, budget planning, risk management, project planning, meeting planning, IT service desk, electronic signature module development, integrations with "1C" accounting system, "MS SharePoint" web-portal and other. |
| 07/2019 – 08/2019 | Chisinau, Moldova | U.S. Embassy – Chisinau Kevin J. Lanigan Senior Justice Advisor lanigank@state.gov | IT Expert | Deployment of IBM i2 intelligence analysis platform for General Prosecutor's Office <ul style="list-style-type: none"> • Installation, configuration and deployment of all IBM i2 software and hardware components for the PGO (IBM i2 Analyst's Notebook, IBM i2 iBASE, IBM i2 iBASE Designer, IBM i2 GIS Interfaces, IBM i2 Text Chart, VMWare vSphere Standard, Microsoft SQL Server Standard 2017, Windows Server Standard 2019) • Configuration of the virtualized infrastructure for collaborative environment, Remote Desktop Services (RDS), Domain controller/Active Directory |
| 12/2018 – 02/2019 | Chisinau, Moldova | U.S. Embassy – Chisinau Kevin J. Lanigan Senior Justice Advisor lanigank@state.gov | IT Expert | Assessment of the technical needs of the Moldovan Prosecutors General Office (PGO) in terms of determining the specific hardware, software and other elements necessary to implement investigative analytical software with a common database maintained by the PGO. |
| 09/2018 – 07/2020 | Vientiane, Lao PDR | EU Delegation to Lao PDR Chindavanh Vongsaly Programme Manager Chindavanh.VONGSALY@eeas.europa.eu | IT Expert | EU Delegation to Lao PDR. External Supervision of PBMIS development and implementation The objective of the assignment was to advise on and provide support with external supervision of the Phase 1 of the Planning and Budgeting Management Information System (PBMIS) project implementation and Wage Management Information System (WMIS) deployment. The Scope of work included the following tasks: <ul style="list-style-type: none"> • Review of PBMIS project management arrangements put in place by MoES and assessment of their effectiveness. • Review of PBMIS General Design submitted by the PBMIS contractor and advice to MoES in view of General Design validation. • Review the quality of PBMIS and WMIS development. |

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| 03/2018 - 09/2018 | Chisinau, Moldova | Council of Europe Giulia Re CLEP Project Advisor Tel: +373 69 179 563 giulia.re@coe.int www.coe.int/clep | IT Expert | Needs Assessment in the area of IT hardware, online case management, databases and their interoperability of the anti-corruption institutions of the Republic of Moldova Conducted an assessment of the needs of Moldovan anti-corruption prevention and combating authorities in the area of IT hardware infrastructure, electronic case management, databases for daily operations and their interoperability. The assessment covered the following areas: <ul style="list-style-type: none"> • Analysis of existing hardware and software infrastructure; • Identification of specific needs for each institution in the area of IT hardware and software; • Functionality of databases available to institutions and their operability based on institutional mandates; • Analysis of the electronic case management system managed by the General Prosecutor's Office and enhancement options. |
| 01/2018 - 07/2019 | Chisinau, Moldova | USAID/ Volunteers for Economic Growth Alliance Nadejda Mocanu FSVC Program Officer in Moldova Financial Services Volunteer Corps (FSVC) +37369260005 nmocanu@fsvc.org | Key IT Expert | "Technical Assistance to the National Bank of Moldova" Financial Services Volunteer Corps (FSVC) Project Support economic growth and improve the institutional capacity of the National Bank of Moldova (NBM) <ul style="list-style-type: none"> • Assisted the Ministry of Finance to develop the Financial Information Analytics and Data Visualisation platform that can aggregate data from the State Treasury on revenues and expenditures of local entities. • Analysed and outlined for the Ministry of Finance the best practices related to the management of the platform; the organization and prioritization of its contents; and how to regularly update and maintain the platform to guarantee its usage by citizens. • Developed the technical specifications for the Financial Data Visualisation and Business Analytics tool to be developed or purchased as a Commercial-Off-The-Shelf (COTS) solution and configured for the needs of the State Treasury. • Monitored the development of the Financial Information Analytics and Data Visualisation platform and its delivery. • Performed an analysis of the internal business processes of the newly established Centre for Information Technologies in Finance. Developed recommendations, models in BMPN 2.0 of the processes and proposed process optimizations and re-engineering for achieving greater efficiency and cost reductions. |
| 03/2018 - 04/2019 | Chisinau, Moldova | USAID Cristina Malai Project Director Cell.: +373 69 06 10 07 cmalai@openjustice.md | Project Manager / IT Expert | Digitization of decisions and rulings of the District Court of Chisinau <ul style="list-style-type: none"> • Carrying out the digitization of decisions and rulings contained in the archives of the Court of Chisinau and develop the Archive Module of ICMS; • Perform a detailed analysis of business processes related to the archiving of judicial decisions and rulings and the provision of access to archived case files; • Supervise the development of ICMS Archival module and the implementation of data exchange with external data consumers via Governmental interoperability platform. • Identify and manage project related risks. |
| 04/2018 - 12/2018 | Chisinau, Moldova | UNDP Dorin Toma Senior Project Officer dorin.toma@undp.org GSM: (+373) 69 895 067 | IT Expert | Enhancing democracy in Moldova through inclusive and transparent elections <ul style="list-style-type: none"> • Carrying out the monitoring and evaluation of works and deliverables provided by the selected software development company that implements the Address Register Information System. • Monitoring the progress, controlling the quality of deliverables and provide expertise and support to the company if needed on specific issues throughout the process. Due to the high complexity of the system to be implemented foresee and mitigate all possible risks that may occur in due time; • Providing assistance to the Public Services Agency during the phase of receiving and validating data migration to ARIS from the previous version of the address system. |

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|-------------------------|-------------------------|--|---|---|
| 11/2017 – 11/2018 | Dushanbe, Tajikistan | UNDP/EPOS Elena Maximenco Project Manager Mob: +992 98 760 22 49 Email: elena.maximenco@epos.de | Senior IT Expert | Maintenance of Basic Parameters of CRO Information System in Tajikistan / Ministry of Justice of the Republic of Tajikistan <ul style="list-style-type: none"> • Optimise the model of Civil Registration Acts data entry at local level, testing the model before nationwide implementation. • Implement the digital signatures at the level of databases. • Redesigning of the CRO IS database scheme. • Changing the management principles classifications and nomenclatures • Reengineering of the main structure classifiers of the CRO IS2 • Adjustment of CRO IS to analytical reports according to the metadata system reengineering results • Ensuring interoperability of CRO IS2 with other Governmental Data Systems • Develop the contents and mutually acceptable format for data transfer between agencies and ministries • Recommend a framework for Unique Identification Numbers, based on the Tax Committee unique taxpayer numbers • Perform an analysis of semantic assets • Define the essential steps of the digitization process, based on the findings of the feasibility study and specific needs of the Civil Registration System • Perform an analysis of civil acts registration workflows and elaborate the digitization model, adjusted to the specific needs of the Republic of Tajikistan |
| 10/2017 – 10/2018 | Chisinau, Moldova | UNDP Dorin Toma Senior Project Officer dorin.toma@undp.org GSM: (+373) 69 895 067 | Business Process Analyst / IT Expert | “Enhancing democracy in Moldova through inclusive and transparent elections” UNDP Project ICT Expert for monitoring the development and implementation of the Civil Status Acts Register sub-system of the Population Registry of the Republic of Moldova <ul style="list-style-type: none"> • Undertake a comprehensive desk review of the core and supporting business processes that will need to be revised and updated considering the institutional change (Civil Status Service transformed in the Department of Population Registration and Documentation of the Agency for Public Services); • Revise and adjust the Concept of the IT System for Civil Status Acts in accordance to the new situation; • Develop the Technical Specifications for the IT System for Civil Status Acts in accordance with the Concept discussed and agreed upon with the Agency for Public Services; • Contribute to the development of tender documents in connection to the IT System for Civil Status Acts and participation in the procurement evaluation processes; • Carry out the monitoring and evaluation of works and deliverables provided by the company that will develop the IT System for Civil Status Acts. • Assist the Agency for Public Services and the UNDP Project to ensure that the newly IT System and its modules are adaptable to the use of the persons with different types of disabilities, targeted and vulnerable groups of people • Carry out consultation and communication with relevant counterparts and stakeholders, throughout the assignment, regarding the topics and issues related to stages of IT System for Civil Status Acts development and implementation covered by the current assignment; |
| 11/2016 – 12/2016 | Vilnius, Lithuania | INVL Technology, AB Giedrius Cvilikas Business Development Manager Mobile: +370 612 53828 g.cvilikas@invltechnology.lt | Business Process Analyst | Implementation of the Information System for Management and Issuance of Permits <ul style="list-style-type: none"> • Document the business processes related to the issuance of permit documents; • Design optimized result-oriented business processes including process diagrams; • Develop Functional Specification Requirements for the re-designed business processes; |

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| 09/2016 - 11/2016 | Chisinau, Moldova | Ministry of Foreign Affairs of Estonia/Estonian Development Cooperation Christo Kuuse Phone: +372 511 3702 christo@ratus.ee | Project Manager / ICT Expert | Digitization of Fund No. 211-Matrimonial registrations of the National Archive of Moldova <ul style="list-style-type: none"> Carrying out the digitization of 250 000 pages of matrimonial registrations (scanning and metadata entry); Developing the Digitization IT web solution for the National Archive of Moldova; Developing the public web portal and search system for the digitized content; Providing training to the staff of the National Archive of Moldova on the use and maintenance of digitization solutions. |
| 07/2016 - 10/2016 | Chisinau, Moldova | UNDP Eva Bounegru Senior Project Officer eva.bounegru@undp.org | ICT Consultant | National Consultant to develop an Implementation Roadmap for the new ICT processes of the Civil Status Service <ul style="list-style-type: none"> Carrying out an inventory of the ICT equipment at the central, regional and local levels; Developing the application for data collection from Local Public Authorities civil status registrars Performing a Gap Analysis to identify all significant shortcoming capacities, as well as all regulatory gaps and constraints; Developing the Implementation Roadmap to align the current ICT infrastructure to the needs of the new ICT processes; Assessing ICT knowledge and skills of the CSS staff at the central, regional and local levels and develop the ICT Training concept. |
| 04/2016 - 11/2018 | Chisinau, Moldova | EU/Ministry of Finance, Ekaterina Yakovleva, Programme Manager Ekaterina.YAKOVLEVA@eeas.europa.eu Tatiana Ivanicichina, State Secretary, Ministry of Finance of Moldova tatiana.ivanicichina@mf.gov.md | Senior IT Expert | Technical Assistance to Improve Public Finance Policy and Public Financial Management of Moldova <ul style="list-style-type: none"> Providing assistance to the Directorate for Finance in the National Economy and Capital Expenditures of the Ministry of Finance to perform a full inventory of public investment projects by developing the Register of Public Investment Projects Information System and collect all up-to-date information on on-going and completed projects; Identify risks and RPIP IS dependences; Review existing administrative processes, procedures, information flows and systems (both horizontal and vertical administrative levels) for the appraisal and monitoring of investment projects; Gather and analyse functional requirements; Providing recommendations for upgrading existing hardware and software ICT infrastructure; Design the architecture of the system, gather technical and security requirements, define technical and security specifications; Develop the Software Requirements Specification and Software Detailed Design; Develop Use Case scenarios and Business Process diagrams; Design Data Entry forms. Providing support to the Communications services of the Ministry of Finance for the redesign, upgrade and update of the MoF website. Monitoring the MoF website development; Ensure Quality Assurance and Control (QA/QC) throughout the design, development, pilot testing and final testing, implementation, documentation, training, and deployment phases. |
| 12/2015 - 12/2016 | Chisinau, Moldova | USAID Christo Kuuse Phone: +372 511 3702 christo@ratus.ee | Project Manager | Digitization of the archives of the Supreme Court of Justice and the Nisporeni District Court of Moldova <ul style="list-style-type: none"> Implementing the digitization of the archives of Moldovan Supreme Court and Nisporeni District Court (scanning and metadata entry for 640 000 pages of court decisions starting with year 1970); Analyse and re-engineer the digitization business processes according to the requirements of the OAIS Reference model; Develop the application for storage and access of digitized content; Leading the local team of scanner operators, metadata operators and quality control operators; Providing training to Supreme Court and Nisporeni Court staff on the use of the archiving IT system. |

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| 08/2015 - 06/2017 | Chisinau, Moldova | EU/ European Profiles S.A Tina Golfi Team Leader tgolfi@europeanprofiles.gr Phone +373 79 749610 | Business Process Analyst / IT Expert | Support to DCFTA process in Republic of Moldova <ul style="list-style-type: none"> Providing assistance to the Ministry of Economy to develop technical specifications for the DCFTA Reporting IS and supervise the implementation and development of new functionalities; Providing support to Ministry of Economy with data normalization, calculations and analysis of tariff quotas and trade statistics for various groups of products and destinations. Develop and implement data visualization tools based on Qlick Data Analytics and Business Intelligence; Assisting MoE to develop an intranet system for organizing the logistics and meeting planning of Working Groups and Sub-groups; |
| 12/2015 - 02/2016 | Chisinau, Moldova | UNDP Eva Bounegru Senior Project Officer eva.bounegru@undp.org | IT Consultant | National consultant to support development of the concept of the Information System "State Register of Civil Status Acts" <ul style="list-style-type: none"> Undertaking a comprehensive desk review of the relevant national legal framework on Civil Status Service; Analysing existing software and hardware infrastructure of the future owner and users of the system (CSS, CSS regional bureaus, SE Registru etc.); Providing support to analysis of the system requirements for the SRCSA; Developing the draft Concept of the State Register of Civil Status Acts. |
| 01/2015 - 07/2015 | Chisinau, Moldova | Bureau for Migration and Asylum Valeriu Certan Chief of IT Department certan.valeriu@bma.gov.md | Business Processes Analyst / IT Expert | Analysis of the Business Processes of the Bureau of Migration and Asylum <ul style="list-style-type: none"> Analysis and formalisation of documentation of foreigners, Issuance of invitation business process, Extension of visas, combatting illegal migration, Documentation of asylum seekers and refugees, Issuance of temporary residence, Help Desk. |
| 08/2015 - 11/2015 | Chisinau, Moldova | UNDP Eva Bounegru Senior Project Officer eva.bounegru@undp.org | Business Processes Analyst / IT Expert | National Consultant to conduct analysis and reengineering of the Moldovan Civil Status Service business processes <ul style="list-style-type: none"> Performing the "As Is" and "To Be" analysis of the Civil events registration business processes; Performing the simulation of re-engineered business processes in Visual Paradigm or Bizagi Modeller under different test scenarios (workload, costs) to demonstrate the feasibility of the re-engineered processes; Analysing and presenting the prerequisites, key steps, benchmarks, design principles and tools for implementation of the redesigned processes. |
| 12/2014 - 05/2015 | Chisinau, Moldova | UNDP Olesea Cazacu Senior Project Officer olesea.cazacu@undp.org | IT Trainer | Provision of training and consultancy services in IT for local governments from Moldova <ul style="list-style-type: none"> Providing training and consultancy services in the field of IT for the representatives of 30 local governments (160 persons) from Moldova with the view to enhance their literacy and upgrade computer skills; Training 25 LPA representatives to perform content management and maintenance for their community web pages based on WebAPL CMS platform developed at the initiative of USAID Local Government Support Project in Moldova WebAPL (https://github.com/EnterpriseBusinessSolutions/WebAPL). |
| 09/2014 - 05/2017 | Chisinau, Moldova | UNDP Alexandru Cocirta Project Manager alexandru.cocirta@undp.org | Project Manager, Key IT Expert | Development of the e-Case Information System for General Prosecutor Office <ul style="list-style-type: none"> Identifying and mapping all business processes related to criminal investigation phase. Developing the e-Case Information System http://ecase.simbase.eu which provides functionalities needed by prosecutors in their daily activities and to automate generation of statistical figures by the system; Ensuring integration with Population Registry, Business Registry, Information Systems of the Ministry of Justice, Government cloud web-services (M-Pass, M-Sign). |

| Dates | Location | Company& reference person (name & contact details) | Position | Description |
|-------------------------|----------------------|---|---|--|
| 08/2013 - to-date | Chisinau, Moldova | Environment Pollution Protection Office/Ministry of Environment Tatiana Tugui Project director tatiana.tugui@eppo.md | Project Manager / Key IT Expert | Development and maintenance of the Wastes Management Information System for the Ministry of Environment of the Republic of Moldova <ul style="list-style-type: none"> Developing the Information System for the automation of management and monitoring of waste (https://siamd.gov.md); Delivering trainings to Ministry of Environment officials on data management and portal maintenance; Performing validation of requests' content sent by applicants for authorization; Developing a web-module to disseminate information on products marketed and waste generated, based on reports of economic agents - participants in waste management; Administration and maintenance of the Wastes Management Information System. |
| 05/2014 - 12/2014 | Chisinau, Moldova | IOM Mission to the Republic of Moldova Simion TERZIOGLO National Programme Coordinator mob. + 373 691 23 880 STerzioglo@iom.int | Project Manager / IT Expert | Development of IT applications for SIAMA Information System of the Bureau for Migration and Asylum <ul style="list-style-type: none"> Development of the IT applications for the SIAMA subsystem of the Bureau for Migration and Asylum, including processing and exchange of migration related data and information between BMA and other relevant agencies. Developing a web-based front-end application for the Bureau of Migration and Asylum for processing on-line requests https://migrare.gov.md; Developing the website of the Bureau of Migration and Asylum http://bma.gov.md; Providing training to the Bureau of Migration and Asylum officials on content management and data processing; Integrating Government web-service M-Pay for processing on-line payments; Ensuring the connectivity with the Population Register, Border Police, Interpol, Crimes Register, e-Visa, Security and Intelligence Service and Business Registry. |
| 01/2014 - 10/2014 | Chisinau, Moldova | UNDP Sergiu Galitchi Project Manager sergiu.galitchi@undp.org | Project Manager / Key IT Expert | Development of the Petitions Information Management System of the Parliament of the Republic of Moldova (e-Petitions) <ul style="list-style-type: none"> Analysing the business processes related to the examination of petitions (claims, suggestions, inquires) addressed to the Parliament of Moldova and Developing the e-Petitions Information System (https://simbase.parlament.md/) for the management, monitoring and tracking of petitions coming to the Parliament of the Republic of Moldova; Ensure the possibility of networking for the staff of the Parliament of Moldova to effectively use shared resources by implementing a client-server architecture with multiple levels; Ensure digital data sharing between petitioners and the Parliament of Moldova Develop and effective tool for generating monitoring and evaluation reports of the p performance. |
| 03/2014 - 03/2017 | Chisinau, Moldova | State Chancellery of Republic of Moldova Ciurea Lucretia Chief of Monitoring and Evaluation division lucretia.ciurea@gov.md | Business Processes Analyst / IT Expert | Developing the Planning and Monitoring application for Government Action Plans and Projects <ul style="list-style-type: none"> Monitoring the development of the on-line reporting platform (https://monitorizare.gov.md); Developing Technical Specifications and supervising the development of the activity-based budgeting and detailed monitoring of budget usage to find under-spending and overspending. All the activities are linked with the revenue or cost budget that allows to track the actual costs. Developing the web-based public report (https://monitorizare.gov.md/reports/Raport%20PNAAA.html) Assisting the State Chancellery in supervising the development of AMP - AID Management Platform. |
| 06/2013 - 02/2015 | Chisinau, Moldova | WB/AS Andmevara (Estonia) Kalev Truusalu Project Director kalev.truusalu@andmevara.ee | Project Manager | Governance e-Transformation Project "Procurement of an Archive Information System and digitization of Civil Status Service Archive" <ul style="list-style-type: none"> Digitization of 4 million Civil Status Acts with partial metadata insertion; Contributing to the development of the Scan Archive Information System for the storage of digitized Civil Status Acts; |

| Dates | Location | Company& reference person (name & contact details) | Position | Description |
|-------------------------|-------------------------|--|---|--|
| | | | | <ul style="list-style-type: none"> Identifying data structures and process information for the digitization workflows; Developing the Training Needs Analysis and training plan definition; Training of staff in administering data and using the system. |
| 06/2013 - 10/2013 | Chisinau, Moldova | Multi-Donor Fund/Corporate & Public Management Consulting Group (CPM) Martins Krievins Team Leader martins.krievins@yahoo.com | Business Processes Analyst / IT Expert | EU Technical Assistance Project to “Support Implementation of Public Services Modernization Reform in the Republic of Moldova” <ul style="list-style-type: none"> Developing a re-engineering methodology of the operational processes for providing public services and their modernization; Developing the database of public services; Customizing and facilitating training programs for public servants on the re-engineered processes; Performing business processes analysis of the selected services: Applying apostille by the Apostille Division of the Ministry of Justice; Examination and approval of applications for providing financial support from the Grant Fund for farmers and making payments to the beneficiaries by the Agriculture Payments and Intervention Agency subordinated to the Ministry of Agriculture and Food Industry. |
| 07/2013 - 10/2014 | Chisinau, Moldova | World Bank / Institutional Development Funds (IDF) IDF Office Representative in Moldova ecorman@worldbank.org +373 68255005 | Business Process Analyst / IT Expert | Development of the Moldovan Public Procurement System to International Standards <ul style="list-style-type: none"> Conducting the Current State Assessment (AS-IS Business Process Analyses) and Future State Assessment (TO-BE processes) of the e-Procurement system; Developing the Concept of the Public Procurement Information System; Assistance for Public Procurement Agency in conceptualizing of Business Process Re-engineering process; Developing and refining the BPR master plan; Undertaking a rationalization and simplification of information, forms design, content and data elements; Providing support for the design and development of the e-Procurement Statistics module; Re-designing and upgrading the website of the Public Procurement Agency (http://tender.gov.md) Assisting the Public Procurement Agency to establish an Advisory unit / Help desk to address the information, incidence and/or service requests submitted by Contracting Authorities and Economic Operators Design the framework of the Public Procurement help desk with strategy and approach which will guide to address needs and demands related to public procurement and e-procurement issues; Propose a roadmap for transition from the generic help desk to a true Single-Point-of-Contact “Service Desk” model, based on ITIL framework of good practices for IT Service Management; Develop Desk Instructions and Service Documentation and a Knowledge Base; |
| 10/2012 - 05/2013 | Dushanbe, Tajikistan | EU/Consortium between Intrasoft, European Profiles and Future Generation Group John Donnelly Team Leader johndonn@runbox.com + 992 93 4300102 | Business Process Analyst / IT Expert | Support to the Establishment of Single Window for Export, Import and Transit Procedures in the Republic of Tajikistan <ul style="list-style-type: none"> Performed an in-depth analysis of the services for the issuance of trade permits, certificates and licenses provided by the following public authorities State Veterinary Supervision Office of the Ministry of Agriculture; Agency for Standardization, Metrology, Certification and Trade Inspection (TADJIKSTANDART); State Inspectorate for Phytosanitary of the Ministry of Agriculture; Service of the State Sanitary and Epidemiological Supervision of the Ministry of Health; State Service of the State Supervision of Pharmaceutical Activities of the Ministry of Health; Assay Supervision under the Ministry of Finance The analysis covered all related laws and regulations, sequence of activities, related forms and documents. All captured data was transposed into activity diagrams, process descriptions, integrated activity diagrams and time-procedure charts. Assisting in the development of the Single-Window for Import-Export Operations Information System; Ensuring the integration with the on-line payment systems; Developing the website of the Single Window Agency; Conducting the Business Processes Analysis. |

| Dates | Location | Company& reference person (name & contact details) | Position | Description |
|-------------------------|----------------------|---|--------------------------------|--|
| 08/2012 - 10/2012 | Tallinn, Estonia | AS Andmevara Kalev Truusalu Chief Executive Officer Tel +372 671 5119 Kalev.Truusalu@andmevara.ee | Business Process Analyst | KOVTP - Service portal for local governments. The project was implemented to develop a service portal tool for the Website solution suitable for both the private and public sectors. At present the KOVTP portal is used in more than 165 institutions. As a Business Process Analyst, responsibilities included: <ul style="list-style-type: none"> • Analysis and formalization of the content management workflows specific to local public administrations; • Provide recommendation to an extension for KOVTP to ensure a process-based approach to activities, at the same time interacting with other information systems, applicants for services and organisations; • Provide assistance in standardising the application forms and involving all parties after the form is submitted in the on-going procedure for the services provided by the local government. |
| 06/2012 - 08/2012 | Chisinau, Moldova | UNDP Aurelia Spataru Project Director aurelia.spataru@undp.org + 373 69099319 | Business Process Analyst | Joint UN Project on Strengthening the National Statistical System of RM <ul style="list-style-type: none"> • Providing national stakeholders with a functional practical tool to be used for evidence-based and gender sensitive policy-making; • Developing the list of mandatory gender sensitive statistical indicators in the JISBs piloted areas at the regional/local level and gather them from all existing sources; • Providing the structure & necessary templates of the indicators' matrix to be used for the inventory of the existing systems of data collection; • Developing a comprehensive set of statistical indicators to be used by the concerned counterparts for measurement and evolutions in employment, social protection, SME/business at the local/regional and national level; |
| 12/2011 - 05/2012 | Chisinau, Moldova | State Chancellery Ruslan Codreanu +373 79474303 ruslan.codreanu@gov.md | Business Process Analyst | Government Activity Programme Monitoring System Project <ul style="list-style-type: none"> • Analyse the sub-processes related to the distribution of actions between the ministries, grouping the actions according to the execution stages. • Analyse the mutual communication flows between the ministries and the State Chancellery on their activity programs. |
| 05/2011 - 11/2011 | Chisinau, Moldova | UNDP Silvia Apostol silvia.apostol@undp.org 00 373 69147826 | IT Expert | Transitional Capacity Support Project - Database of Public Sector Employment and the Wage Bill Paid <ul style="list-style-type: none"> • Developing the database of public sector employment and the wage bills paid; • Developing the questionnaires for wage census to collect primary data; • Consolidating census outcome in the central database, analysing data, and preparing reports; • Developing the methodology for comprehensive sample survey to study public servants' wage and remuneration system; • Developing the methodology for survey on public employees' wages of identical post holders in the civil service. |
| 11/2010 - 11/2012 | Chisinau, Moldova | Ana Coretchi Program Director, East East Beyond Borders Program Soros Foundation-Moldova 32 Bulgara str, Chisinau Tel: +373 22 274480/270031 acoretchi@soros.md | Evaluation Expert | Council of Experts of East-East: Partnership Beyond Borders Program (EE:PBB) <ul style="list-style-type: none"> • Evaluation and scoring of project proposals submitted for financing to EE:PBB Program • Participation in monthly meetings of the Council of Experts to select project proposals eligible for financing • Development of quarterly reports on performed activities with conclusions and recommendations on appraisal of new proposals • Identification of new areas for EE:PBB intervention • Development of statistics data on approved projects and areas of intervention |
| 06/2010 - 12/2010 | Chisinau, Moldova | Victor Guzun Ministry of Transport and Roads Infrastructure, External Relations and European Integration Department v.guzun@mtid.gov.md | IT Expert | Redesign and upgrade of the official website of the Ministry of Transport and Roads Infrastructure (MTRI) <ul style="list-style-type: none"> • Redesigning the website of the Ministry of Transport and Roads Infrastructure. Developing the new data architecture and technical specifications. • Developing the new MTRI website and updating content • Providing maintenance services for the new website • Providing training to MTRI officials on content management |

| Dates | Location | Company& reference person (name & contact details) | Position | Description |
|-------------------------|----------------------|--|--------------------------------|---|
| 07/2010 – 05/2012 | Chisinau, Moldova | EU High Level Policy Advice Mission to Moldova Jan Marusinec – EU Advisor to the Ministry of Finance jan.marusinec@undp.org Peter Menhard – EU Advisor to the Tax Inspectorate peter.menhard@undp.org Riccardo Maia – EU Advisor to the Public Procurement Agency riccardo.maia@undp.org | IT Expert | EU High Level Policy Advice Mission to Moldova (EHLPM) project <ul style="list-style-type: none"> Provide advice and IT expertise on improving the Financial Management Information System; Assist the Ministry of Finance to develop the new classifiers based on updated budget classification; Analyse the impact of changed business processes; Assisting the Public Procurement Agency with the development of the e-Procurement Information System; Perform business process analyses of the public procurement procedures and model the use cases, class and sequence diagrams in UML, draw business process diagrams, message flows, identify data objects. Developing change requests and monitor the implementation of changes in updated e-Procurement Information System. Supporting the Main State Tax Inspectorate (MSTI) in preparing the preliminary Business Process Catalogue depicting with narratives and diagrams of the main BPs conducted by MSTI and STI operational departments. Provide assistance in developing the Technical Specifications for the updated e-Tax and e-Invoice Information Systems. |
| 08/2008 – 03/2010 | Riga, Latvia | SIMOURG LTD Dr. Andrey Kuznetsov Executive Director T: +371 67 491 491 andrey.kuznetsov@simourg.com | Business Process Analyst | Modernisation of banking system and re-engineering of non-cash payments processing business processes. The project aim was to analyse cash and non-cash transactions and design business processes for non-cash payments processing and monitoring in order to increase the share of non-cash payments and transactions with payment cards <ul style="list-style-type: none"> Analysis and optimisation of procurement procedures of the "Regional Investment Bank" Consultation project that included analysis of procurement procedures and development of optimized small-procurements business processes for the "Regional investment bank". Analysis and optimisation of the main business processes of the "Hedge Capital Company" Ltd, a consumer finance company. Automated processes: CRM system with automated credit card application handling and credit profile evaluation. |
| 01/2008 – 07/2008 | Chisinau, Moldova | EU TACIS/European Profiles S.A. Ms. Tina Golfi, tgolfi@europeanprofiles.gr | ICT Expert | Complementary Measures Supporting the Implementation of the EU/Moldova Action Plan in the framework of the PCA" <ul style="list-style-type: none"> Supporting the Centre for Legal Approximation in implementing the Annual National Plan for Legal Approximation 2008 in the field of infrastructure and private sector development by developing the database on Legal Approximation; Assisting the Ministry of Economy and Trade in the analysis of the company registration business process. |
| 04/2006 – 12/2007 | Chisinau, Moldova | EU TACIS/European Profiles Ms Tina Golfi, tgolfi@europeanprofiles.gr | IT Consultant | Support to PCA and WTO Implementation and EU/Moldova European Neighbourhood Policy Action Plan (ENPAP) <ul style="list-style-type: none"> Advising on approximation of policies and legislation; Strengthening capacity to implement the PCA and the ENP AP; Developing Regulatory Impact Assessments (RIA) for the key draft laws; Conducting a Training Needs Assessment on RIA and developing a Training Plan for civil servants on RIA implementation; Assisting the Ministry of Economy and Trade to improve the business climate through appropriate structural reforms aimed also at achieving transparency and predictability of business conditions; Supporting establishment of working links with relevant European Agencies and professional institutions. |
| 08/2001 – 08/2002 | Athens, Greece | EU TACIS/Synthesis-European Expertise Service Vassilis Zanakis, vz@synthesis.gr | IT Consultant | Economic Trends for Kazakhstan, Azerbaijan, Armenia, Uzbekistan and Moldova <ul style="list-style-type: none"> Developing and maintaining the database for economic statistics; Gathering and analysing economic statistics data from 5 countries: Kazakhstan, Azerbaijan, Armenia, Uzbekistan and Moldova; Facilitating the dialogue between the Economic Trends projects in 5 countries and the central office; |

| Dates | Location | Company& reference person (name & contact details) | Position | Description |
|---|----------------------|--|---|--|
| | | | | <ul style="list-style-type: none"> Designed and developed a data warehouse to collect, check, analyse and disseminate the data of polls related to the perception of economic growth (with more than 40000 unique surveys) Organized the systematization of polls results |
| 07/2000 – 07/2001 and 09/2002 – 09/2005 | Chisinau, Moldova | EU TACIS/Synthesis-European Studies, Research and Strategy S.A. / Planet Ernst & Young S.A. Apostolos Papaphilippou, Team Leader apapaphilippou@synthesis.gr | Business Processes Analyst / IT Consultant | Policy Advice to the Offices of the Prime Minister and the Minister of Economy <ul style="list-style-type: none"> Providing assistance and consultancy on creating a full-fledged e-government system; Preparing briefing notes, working papers and policy papers, commentaries on documents related to e-Government reforms; Conducting Training Needs Assessments through questionnaires and designing a conceptual training framework for public servants; |
| 06/1999 – 06/2000 | Chisinau, Moldova | International Commercial Bank of Moldova (subsidiary of the Commercial Bank of Greece) Gerasimos Beveratos, Chairman | Business Processes Analyst / IT Consultant | The work included internal audit of the business processes and IT infrastructure, development of the basic strategic documents (The Mission, The Objectives, Business Development Strategy and Company Development Strategy), development and implementation of the task delegation methodologies, implementation of project management methodologies, implementation of process-based approach and matrix product management methodology, development of the basis for quality management / SLA and risk assessment approaches for all internal service divisions. The main achievements on this position are: re-engineering of business processes with an emphasis on quality, predictability, stability and efficiency; implementation of IT development strategy; Analysis and automation of payment transactions processes; Managing resources allocated for the consolidation of IT infrastructure. |

CURRICULUM VITAE

1. **Family name:** COJOCARU
2. **First names:** ION
3. **Date of birth:** 26.03.1979
4. **Passport holder:** MOLDOVA / ROMANIA
5. **Education:**

| Institution: [Date from - Date to] | Degree(s) or Diploma(s) obtained: |
|--|---|
| Academy of Economic Studies (ASEM) - Chisinau, Moldova (1995-2000), Department of Economic Cybernetics, Statistics and Informatics | Bachelor degree in Management of Informational Systems (MIS) and Statistics |

6. **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 | 3 | 3 | 3 |

7. **Membership of professional bodies:**
8. **Other skills:** In-depth knowledge of Kodak Capture Pro, Kofax Scanning Solutions, PaperStream Capture, ELO Digital Office; Advanced computer skills in design, PHP, Network Management, C++, Microsoft Office Application, Adobe Applications, CorelDRAW, Flexi Sign, Data Base Management Systems, such as: FoxPro, Oracle, MySQL and Microsoft Access and Statistics: SPSS, StatSoft Statistica, Matlab, Mathcad. Familiar with SIX SIGMA DMAIC and DFSS methodologies. Good skills in Business Analysis (BPA and BPR) and Business Process Management Notation (BPMN), knowledge of Unified Modeling Language (UML) and ADKAR model.
9. **Present position:** IT specialist / Tester / Trainer
10. **Years within the firm:** 7
11. **Key qualifications:**
 - Extensive experience in the installation and maintenance of digitization systems and scanning applications (Kodak Capture Pro, Kofax Scanning Solutions, PaperStream Capture)
 - Advanced Business Process Management skills.
 - Sound project management and control skills.
 - Advanced negotiating, people impact sensitivity, and communication skills.
 - Well versed in inventory management and control.
 - Organized, attentive to detail, highly productive and with flexibility to adapt to pressure.
 - Extensive knowledge in data processing, statistical analysis and business analysis;
 - Experience in working with SPSS and developing SPSS database;
 - Experience in programming with SPSS;

- Research, creative, deadline-oriented individual with outstanding decision-making skills;
- Fully familiar with Data Base Management Systems and Information and Communication Technologies;
- Good knowledge of Unified Modelling Language (UML) and ADKAR model
- Excellent drafting and presentation skills.

12. Specific experience in the region:

| Country | Date from - Date to |
|---------|---------------------|
| Moldova | Entire career |
| Romania | 08/1999-05/2000 |

13. Professional experience

| 10 | Location | Company& reference person (name & contact details) | Position | Description |
|-------------------|-------------------|--|---------------------------------|--|
| 05/2019 – present | Chisinau, Moldova | Andmevara SRL Aivaras Smirnovas, Director Mob.: +370 612 51955 a.smirnovas@novian.lt www.andmevara.md | Digitization specialist | Development, Configuration, Deployment and Maintenance of Digitization solutions <ul style="list-style-type: none"> • Providing IT support with Digitization projects implementation • Developing new modules for scanning and metadata capture • Responsible for the integration of the in-house developed solutions with external information systems • Integrating scanning equipment into the digitization application • Developing solutions based on Software Development Kits provided by Kodak |
| 03/2018 – 04/2019 | Chisinau, Moldova | USAID Cristina Malai Project Director Cell.: +373 69 06 10 07 cmalai@openjustice.md | Digitization systems specialist | Digitization of decisions and rulings of the District Court of Chisinau 689.000 case files / 1 million decisions and rulings / 3 mil pages. <ul style="list-style-type: none"> • Installed and maintained digitization solutions • Performed a detailed analysis of business processes related to the archiving of judicial decisions and rulings and the provision of access to archived case files; • Supervised the development of ICMS Archival module and the implementation of data exchange with external data consumers via Governmental interoperability platform. • Identify and manage project related risks. |
| 12/2015-12/2016 | Chisinau, Moldova | RATUS OU Christo Kuuse Phone: +372 511 3702 christo@ratus.ee | Digitization systems specialist | Digitization of the archives of the Supreme Court of Justice and the Nisporeni District Court of Moldova <ul style="list-style-type: none"> • Implementing the digitization of the archives of Moldovan Supreme Court and Nisporeni District Court (scanning and metadata entry for 640 000 pages of court decisions starting with year 1970); • Analyse and re-engineer the digitization business processes according to the requirements of the OAIS Reference model; • Develop the application for storage and access of digitized content; • Leading the local team of scanner operators, metadata operators and quality control operators; • Providing training to Supreme Court and Nisporeni Court staff on the use of the archiving IT system. |
| 06/2013-02/2015 | Chisinau, Moldova | WB/AS Andmevara (Estonia) Kalev Truusalu Project Director kalev.truusalu@andmevara.ee | IT Expert | Governance e-Transformation Project "Procurement of an Archive Information System and digitization of Civil Status Service Archive" <ul style="list-style-type: none"> • Digitization of 4 million Civil Status Acts with partial metadata insertion; • Contributing to the development of the Scan Archive Information System for the storage of digitized Civil Status Acts; • Identifying data structures and process information for the digitization workflows; • Developing the Training Needs Analysis and training plan definition; • Training of staff in administering data and using the system. |

| 10 | Location | Company& reference person (name & contact details) | Position | Description |
|---------------------|----------------------|--|------------|--|
| 04/2013- 09/2013 | Chisinau, Moldova | <p>Technical Assistance Project to “Support Implementation of Public Services Modernization Reform in the Republic of Moldova”, Multi-Donor Trust Fund (TF056601) Contract No. QCBS/138-4.3</p> <p>Corporate & Public Management Consulting Group (CPM)</p> <p>Team Leader: Martins Krievins martins.krievins@yahoo.com</p> <p>Partner: Ugis Sics sics@cpmconsulting.eu</p> | Key Expert | <ul style="list-style-type: none"> • Assistance in elaboration of the project approach/methodology; • Elaboration and update of questionnaire used for the opinion pool; • Performing the quantitative and qualitative research; • Design a SPSS Data base including data collection, entering and clearance; • Elaboration of complex reports using SPSS reporting tools; • Elaboration and Publishing of final report. |

| 10 | Location | Company& reference person (name & contact details) | Position | Description |
|-------------------------|----------------------|---|--|--|
| 03/2013 – to present | Chisinau, Moldova | <p>The World Bank Strengthening Public Procurement Project (IDF Grant No.TF 012004)</p> <p>provided for</p> <p>Public Procurement Agency</p> <p>Director: Simion Botnari tg.simion@gmail.com </p> | Business Analyst / Procurement Statistics expert | <ul style="list-style-type: none"> • Conducting the Current State Assessment (AS-IS Business Process Analyses) and Future State Assessment (TO-BE processes) of the e-Procurement system; • Re-engineering of workflow practices and templates; • Establishing of a Roadmap where will be specified the migration from the 'AS-IS' to the 'TO-BE'; • Assistance for Public Procurement Agency in conceptualizing of Business Process Re-engineering process; • Developing and refining the BPR master plan; • Undertaking a rationalization and simplification of information, forms design, content and data elements; • Enabling online contract management, by triggering automatic bring-ups for example for progress inspections, scheduled payments, deliveries, quality checks, etc. • Undertaking an audit process to ensure that each data element from each document is included in the mapping process as part of the e-Procurement system; identify any data elements that might require special programming or exception handling; identify, explain and document any exceptions, then devise an action plan to overcome these exceptions; • Providing support for the design and development of the e-Procurement Statistics module; • Liaising at regular intervals with stakeholders and development teams engaged on the e-Procurement process. |

| 10 | Location | Company& reference person (name & contact details) | Position | Description |
|----------------------|----------------------|--|---|--|
| 01/2012 – 02/2013 | Chisinau, Moldova | UNDP Moldova for Public Procurement Agency Director: Stefan Creanga stefan.creanga@gmail.com | National Consultant on Public Procurement Statistics to support the Public Procurement Agency (PPA) of the Government of Moldova | <ul style="list-style-type: none"> Supported PPA staff in the process of systematic updating to the PPDB; Proposed improvements for the data collection system from the Rayon Councils; developing an algorithm for introducing more efficiently these data into the PPDB; Performed a cross-section analysis of the suppliers, based on contracts registered at the PPA and at the Rayon Councils; Developed a statistical form templates for all types of public procurement procedures; established other forms, templates and procedures for data collection and related guidelines; Maintained the database of public procurement and performed analysis of the collected data; highlighting areas and CAs which require additional monitoring; Supporting the PPA staff in raising awareness of national and rayon level CAs on the importance of data collection and reporting; Provided trainings on statistical collection and reporting to the PPA staff; Provided other capacity building and transfer of knowledge activities, as required, to the Statistical and E-Procurement Management Department in the PPA; Developed a Customary Satisfaction Survey methodology and supported PPA staff in its implementation; Performed a quantitative research involving about 1600 contracting authorities, entered the data into an SPSS Database, cleared the data, and elaborate the final report; Performed coaching to PPA staff in the development of quarterly and annual reports and on statistical analysis on public procurements; Cooperated with the National Consultant on E-Procurement on improving the e-Procurement Data Collection; Performed a comparative study on Statistical data published by public procurement authorities in small EU Member States; In cooperation with the National Consultant on E-Procurement, developed the e-Procurement Implementation Report; Provided assistance to the PPA in the implementation of the CPV; Provided assistance on the organization of seminars on CPV; |

| 10 | Location | Company& reference person (name & contact details) | Position | Description |
|----------------------|-------------------------|---|--------------------|---|
| 05/2011- 05/2012 | Tallin, Estonia | AS Andmevara, ESTONIA CEO: Kalev Truusalu Kalev.Truusalu@andmevara.ee +372 511 3702 | IT Expert | <ul style="list-style-type: none"> • Development of Data entry modules • Elaboration of data entry methodology; • Elaboration of Business Processes for the project; • Management of data entry into a SPSS data base; • Elaboration of entered data verification module; • Elaboration of progress reporting module; • Elaboration of expert progress reports and final report. |
| 01/2006 – 11/2011 | Vaduz, Liechtenstein | KAMALA Holding International Establishment A.G. President: Augustin Birzoi, birzoi.augustin@gmail.com | Managing director | <ul style="list-style-type: none"> • Managing the international trade department. • Responsible for procurement management. • Monitoring tenders and elaboration of tender documentation. • Securing the most cost-effective deals on behalf of the company. • Performing value and cost analysis and selecting products and vendors consistent with existing procurement policies and procedures and assisting other staff members in doing the same. • Conducting economic and statistical analysis of data extracted from the relational database of contracts. • Designed and developed a data warehouse to collect, check and analyze statistical data based on SPSS. • Managing the logistics for the delivery of products. • Administering the Company's Registry of Clients. |
| 04/2007 – 11/2011 | Chisinau, Moldova | OSNO-INTER S.R.L. Director: Tudor Ichim, osnointer@mail.ru | Executive Director | <ul style="list-style-type: none"> • Responsible for procurement management and operational research, data collection and price discovery • Monitoring orders and contracts for compliance and performance (recommending cancellation of orders and contracts for non-compliance and non-performance). • Training new employees, supervising staff and maintaining staffing schedules. • Managing imports and exports logistics. |

| 10 | Location | Company& reference person (name & contact details) | Position | Description |
|----------------------|----------------------|--|---------------------------------|--|
| 03/2006 – 04/2007 | Chisinau, Moldova | ASTRA S.R.L. Insurance Company Director: Constantin Matveev, constantin.matveev@gmail.com | Manager | <ul style="list-style-type: none"> Conducted the analysis on Russian Carbon Market for the Italian company “ENERMAR” Analyzed and recommended target markets and opportunities for the company. Organized meetings between the representatives of the “Enermar” company and interested Russian companies Managed the correspondence between “Enermar” company and “Antey-N” Responsible for contract negotiations and oversight |
| 06/2001 – 03/2006 | Chisinau, Moldova | Sign Model S.R.L. (visual publicity production company) General Director: Ivan Pavlov, ivan.i.pavlov@gmail.com | Executive Director | <ul style="list-style-type: none"> Managed the day to day activities of the company Carried out market analysis and research Organized a new production line Managed international contracts |
| 05/2000 – 06/2001 | Chisinau, Moldova | Citizen Network for Foreign Affaires (CNFA) in addition with USAID Patrick Norrell | Project assistant | <ul style="list-style-type: none"> Participation in the elaboration of Marketing Policy Designed visual publicity for AGRO-Magazines all over the territory of Moldova |
| 06/1999 – 08/1999 | Chisinau, Moldova | Peace Corps of the United States of America Galina Chira | Cross-cultural co- ordinator | <ul style="list-style-type: none"> Volunteer work Editing Cross Cultural Guide Organization of cultural activities |
| 02/1998 – 05/1999 | Chisinau, Moldova | Synthesis-European Studies, Research and Strategy S.A. Team Leader: Robert de Groof, Robert.deGroof@efeb.md | Interpreter, assistant | <ul style="list-style-type: none"> Contributed in the formation of new courses, translation and editing Analyzed major issues of higher education in economics in Moldova Assisted with the setup of the local computer network |

| 10 | Location | Company& reference person (name & contact details) | Position | Description |
|----------------------|----------------------|---|-----------|---|
| 11/1997 – 02/1998 | Chisinau, Moldova | Center for Strategic Studies and Reforms Executive Director: Anatol Gudim | Assistant | <ul style="list-style-type: none"> Designed and developed a data warehouse to collect, check, analyze and disseminate the data of opinion polls (with more than 40000 unique surveys) Created a program that was able to work with a distributed database. This software was designed to make easier introducing of collected data into database, to filtrate the obtained database, to optimize it, to analyze it and to obtain the needed results. This software with some modifications worked also for other polls. Organized the systematization of polls results |

NIKITA ZDANS

Business analyst

PHONE: + 371 27121847
EMAIL: NIKITA.ZHDANS@GMAIL.COM

ASSIGNMENT ROLES

Lead BA Integration Consultant

SAP BA Manager

Business Analyst

IT BA Consultant

COMPETENCES

Industry Experience

High-Tech, Logistics, Manufacturing, Utilities,
Engineering, Construction, and Operations

Tools and Platforms

S4/HANA, SAP ERP, Salesforce, Office 365, JIRA,
Confluence, Postman, SOAP, Selenium, TestNG

Areas of Experience

Requirement Analysis, ERP, Integration with 3rd
party API, Test Automation

Methods

Scrum, Waterfall, Kanban, SWOT, TDD, BDD

Languages

English, Russian, Latvian, Romanian

SPECIAL ACHIEVEMENTS

Received positive feedback from SAP

Received positive feedback from CPQ projects

PREVIOUS JOBS

2013-2015 – IT BA Consultant at Simourg SIA

2015-2016 – IT BA Consultant at Burti SIA

2016-2018 – SAP Data Migration at Arvato
Systems

PROFILE

Experienced **Business Analyst** with 10 years of proven expertise across various industries including High-Tech, Manufacturing, Utilities, Engineering, Construction and Operations. Specializing in ERP consultancy, particularly 3rd party smart metering mechanism system integration with ERP systems. A well-motivated, organized team player known for fast learning capabilities and excellent functional and communication skills. Demonstrated ability to understand diverse stakeholder needs and effectively communicate technical and non-technical requirements and solutions.

WORK EXPERIENCE

2021/10 – now

Client: SAP

Industry: High-Tech

Lead BA Integration Consultant

Individual Contribution: providing S/4HANA Integration with 3rd party smart metering mechanism system for the entire ERP process. Requirement and mapping analysis from SAP S4/HANA side using TDD methodology.

Competence areas within the assignment: Requirement Analysis, S4/HANA, ABAP, ODATA, SOAP.

2020/08 – 2021/09

Client: SAP

Industry: High-Tech

SAP BA Manager

Individual Contribution: providing business analysis for the entire order-to-cash cycle. Cloud-based procurement for Delivery and O2I part, that enable customer to configure landscapes on S4/HANA and FIORI. Requirement analysis from IT side using TDD methodology.

Competence areas within the assignment: Requirement Analysis, S4/HANA, ABAP, FIORI, ODATA, SCRUM

Continued on next page

2020/04 – 2020/09

Industry: Steel Manufacturing

SAP QA Consultant

Individual Contribution: Manual testing and requirement Clarification of Lead-to-Order processes based on SAP CX. Ensuring Quality Assurance for E2E process flow inside SAP CX environment.

Competence areas within the assignment:

JIRA, Confluence, SAP CPQ, SAP Sales Cloud, Postman API Client, SCRUM

2019/10 – 2020/05

Industry: Engineering, Construction, and Operations

Business Analyst

Individual Contribution: setup of S4/HANA system to cover master data, provider orders, subscription contracts in S4.HANA platform

Competence areas within the assignment: JIRA, SCRUM, SAP S4/HANA, SAP Subscription Order Management, ABAP, SAP CRM Web UI, FIORI

2019/06 – 2019/10

Industry: Utilities

Business Analyst

Individual Contribution: setup of S4/HANA system to cover provider orders, incentives, commission and complete sales cycle to replace existing system with the goal to expand business coverage outside of North America

Competence areas within the assignment:

JIRA, SCRUM, SAP S4/HANA, SAP Subscription Order Management, ABAP, SAP CRM Web UI, FIORI

2018/01 – 2019/06

Industry: High-Tech

Developer

Individual Contribution: Developing for the entire order-to-cash cycle. Cloud-based procurement, spend management and supply chain services that enable suppliers and buyers to connect and do business globally on SAP CRM and SAP ECC. Quality assurance to E2E process and OSS incident reporting for SAP.

Competence areas within the assignment:

JIRA, SCRUM, SAP CRM, SAP ECC, SAP Subscription Order Management, ABAP, SAP ERP SD, SAP ERP CI, SAP CRM Web UI

Curriculum Vitae

Informații personale

| | |
|----------------|---|
| Nume / Prenume | Bivol Sergiu |
| Adresă(e) | Chișinău, Bd. Mircea cel Bătrân nr. 26 bl. 1 ap. 53 |
| Telefon | 060192311 |
| E-mail | Seriojahz@gmail.com |
| Data nașterii | 27.07.1994 |

Experiența profesională

| | |
|---------------------------|--|
| Funcția sau postul ocupat | Operator de prelucrare a datelor în cadrul Proiectului de Digitizare a Arhivei Instanțelor de Judecată. Configurator procese de lucru în Sistemul informatic “Arhiva electronică a dosarelor digitizate a Judecătoriei Chișinău” |
| Perioada | 25.02.2018 - 22.06-2019 |
| Funcția sau postul ocupat | Asistent în cadrul Proiectului de documentare a proceselor de lucru în materie de prelucrare a datelor cu caracter juridic. |
| Perioada | 06.2019 – 10.2019 |
| Funcția sau postul ocupat | Asistent la programarea proceselor de lucru în Sistemul de gestionare a procedurilor de executare a Uniunii Naționale a Executorilor Judecătorești |
| Perioada | 03.2019 – 03.2020 |
| Funcția sau postul ocupat | Operator de prelucrare a datelor în procesul de migrare a datelor în Sistemul de gestionare a procedurilor de executare (Legydoc.eu) |
| Perioada | 09.2019 – 03.2020 |
| Funcția sau postul ocupat | Specialist IT a Uniunii Naționale a Executorilor Judecătorești |
| Perioada | 03.2020 – prezent |
| Funcția sau postul ocupat | Operator de prelucrare a datelor în cadrul Proiectului de digitizare a Arhivei Cadastrale de Stat |
| Perioada | 03.2020 – 05.2024 |
| Funcția sau postul ocupat | Configurator procese de lucru în cadrul Sistemului Informațional Dosare Succesorale și Testamente |
| Perioada | 09.2024 – 12.2024 |

Educație si formare

| | |
|---|---|
| Perioada | 2005-2010 |
| Numele și tipul instituției de învățământ | Liceul Teoretic “Constantin Negruzzi” |
| Perioada | 2010-2014 |
| Calificarea / diploma obținută | Tehnician / 2014 |
| Numele și tipul instituției de învățământ | Colegiul de Microelectronică și Tehnică de Calcul |