

+ Personal data

Partner of the Kutschera Institute

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+ Curriculum Vitae

2017 Kutschera-Resonanz® -Trainer
2015 Kutschera-Resonanz®- Master
2014 Kutschera-Resonanz®- Practitioner
2006 – present Trainer & Interim Training Manager, Orange Romania
2002-2006 Corporate Major Accounts Rep., Sales Dept., Orange Romania
2000-2002 Corporate Help Line Rep., Sales Dept., Orange Romania
1998-2000 Customer Care Assistant, Customer Service, Orange Romania
1994-1998 Studies and BSc in International Business and Economics from Bucharest University of Economic Studies, Faculty of International Business and Economics

+ Education and Qualification

nlp-Resonanz®-Practitioner, -Master

Life Styles Inventory™ (LSI)

- Certified Consultant, Human Synergistics® (starting 2015)

Group Styles Inventory™ (GSI)

- Certified Consultant, Human Synergistics® (starting 2015)

4MAT 4Business Instructional Design™

- Certified Trainer, 4MAT 4Business® (starting 2013)

Train-the-Trainer ANC (CNFPA)

- Certified Trainer, ASEBUSS Exec-Edu & National Council for Professional Education (starting 2010)

Creating Stellar Customer Relations™

- Certified Trainer, Achieve Global® (starting 2008)

Guiding Customer Conversation™

- Certified Trainer, Achieve Global® (starting 2008)

+ Key activities

Life Coaching

Accompanying and encouraging clients to rediscover themselves, to live their values while expressing their full potential and achieving meaningful goals.

Learning and development for individuals and teams

Creating and delivering professional programs to individuals and teams in order to discover and use their potential, learn and develop the skills needed to perform as experts in their domain.

Areas of expertise: communication, sales and leadership skills.

Child & Parents Coaching

Facilitate the communication between children and their parents in order to create and sustain a healthy development environment where children are allowed to discover and express themselves, their parents are prepared to listen and sustain the growth and both, children and parents, enjoy their life together, live their values, express their potential and fulfill their dreams

- Designed learning curricula and training programs for customer and sales, including business to business sales, based on core competencies (identified and described in detail) needed to achieve business goals
- Implemented full learning cycle training programs, including learning needs assessment, design, development and delivery of learning interventions
- Volunteering for a non profit association, coaching with very poor children

+ References and Publications

- 9 years of experience in learning and development
- Delivered more than 5000 hours of training, both hard and soft skills, mostly to customer and sales force
- More than 100 one to one learning sessions, identifying and developing very specific needs