

# GEORGIANA CRISTEA

PHONE: ..... | E-MAIL: [georgiana.cristea.82@gmail.com](mailto:georgiana.cristea.82@gmail.com)

ADDRESS: BUCHAREST



## WORK EXPERIENCE

### NUPSPA – FACULTY OF MANAGEMENT

ASSOCIATED PROFESSOR – PhD in Communication

SEPT 2016-  
PRESENT

- Teaching **Organizational Diagnosis and Behavior** - The course aims to familiarize the students with the objectives and particularities of implementing an organizational diagnosis as an integrated part of the process of strategic management of human resources.
- Following this course, the students must be able to: operate with relevant theories, concepts and models of organizational diagnosis; understand and recognize in practice those useful diagnostic frameworks according to the type of organization and the specific processes and activities targeted in the diagnosis; identify the optimal deployment areas and to use an effective approach for the evaluation process.
- At the end of this course, a solid conceptual and applicative framework will be gained on the main methods of analyzing job characteristic, work motivation, leadership, professional satisfaction and organizational commitment, occupational stress, and both civic and counterproductive behaviors in companies; facilitating the acquaintance with the main tools needed to evaluate them.

AUG 2015 –  
SEPT 2016

### ALTEX ROMANIA

MANAGER TRAINING & DEVELOPMENT

- Design and implement an Induction training program for the new hires in the organization. The program called – First steps to excellence! Is a program that familiarizes new hires with: the Organizational Culture, the History of the Company, Altex Structure, Processes, procedures and systems that new hires would need.
- Drive the implementation of the Online Training Platform for Altex Romania.
- Coordinate all the technical trainings offered by specific suppliers.
- Coordinate the evaluation process for the Stores team.
- Participate in identifying and contract the best suppliers on the market, aligned with the company standards: for Retail Team, B2B team, English Classes, Excel Courses.
- Monitor the effectiveness of the suppliers and ensure they delivery to time, quality and budget

## VODAFONE ROMANIA

### TALENT MANAGEMENT CONSULTANT

NOV 2013  
NOV 2015

- Drive the deployment of Performance Dialogue and Talent Review process across the business. Offer support to managers, solving the issues, participate to calibration sessions.
- Drive and constantly improve the talent identification within the company through consultancy and tools development (assessment center).
- Support the business managers to correctly identify talent against local and global guidelines
- Own and manage the talent development programs, end to end as project manager.
- Drive the management trainee program (Graduate program) in line with Group principles and guidelines and according to local needs and ambitions.
- Participate in identifying and contract the best suppliers on the market, aligned with the company standards
- Monitor the effectiveness of the suppliers and ensure they delivery to time, quality and budget

## VODAFONE ROMANIA

### TRAINER

SEPT 2011  
NOV 2013

- Evaluate training needs for Finance, Property and Customer Operations departments and create a communication training program answering to these needs
- Create the Induction Program – Welcome to Vodafone!, a program that familiarizes new hires with: the Organizational Culture, the History of the Company (Global and in Romania), Vodafone Structure, Processes, procedures and systems that new hires would need
- Design the Cops Business Academy- a training program dedicated to customer care representatives for business segment. The Academy has three levels, each level with different subjects: Verbal Communication, Written Communication, Sales and Negotiation- for the first level, Time Management and Partnership Management.
- Design and implement a training program especially for the Team Leaders meant to help them evaluate the trainees
- Deliver Training sessions such as: Verbal Communication, Non-Verbal Communication, Written Communication, Successful Presentations, Analyses and Decision, Selling Techniques, Customer Retention Techniques along with Vodafone specific product and application trainings
- Create the training evaluation forms, the final quizzes and the certification tests for the agents
- Create reports of the progress made by the trainees and presenting them to the Team Leaders of the trainees.

## **CONECTYS SERV TELECOM**

COMMUNICATION & CALL CENTER TRAINER

SEPT 2009  
SEPT 2011

- Evaluating training needs: identifying the starting points for every agent, mapping the strong points and the points for improvement;
- Design training programs- setting the content and the agenda for the training;
- Conception of the training materials (the Power Point presentation, the handouts, the videos, the role-plays and exercises to use) and training implementation of the training program
- Sustaining training sessions about: Phone communication and interaction skills, Attitude toward customers, Negotiation;
- Evaluation of the training process (level of satisfaction, tests, knowledge transfer on the work place, measure the effectiveness);
- Conception of quality evaluation forms;
- Feedback for the participants (face-to-face meetings), establishing dead-lines and objectives for new feedback sessions;
- Reports on progress of employees under guidance during training periods.

---

## **BPI MANAGEMENT CONSULTING ROMANIA**

HR CONSULTANT – BUSINESS DEVELOPER

OCT 2007  
SEPT 2009

- Establishing relations with many important clients- updating the data base with the information and contacts of new clients
- Coordinating our commercial department activity
- Elaborating and conducting training on the importance of the Internal Communication for BPI employees
- Identifying layoff employees` needs and elaborating a training program corresponding to their needs
- Conducting training sessions in different locations: Galati, Focsani, Buzau, Bucuresti - in order to help return on the labor market (Talking about the elaboration of a CV, preparing an interview, how to find a job)

---

## **ORANGE ROMANIA S.A.**

DEALERS ASSISTANT COORDINATOR

NOV 2006  
OCT 2007

- Coordinating a team of 13 members (Dealers Assistants)
- Setting objectives for each team member and monitoring team's progress towards reaching the established targets.
- Elaborating activity reports: concerning the number of situations solved number of complaints.
- Maintaining and developing a good relation with Orange partners and with other departments: Sales, Purchasing, Logistic, Mailing and Activation.

# ORANGE ROMANIA S.A.

## DEALERS ASSISTANT

FEB 2005  
NOV 2006

- Providing assistance to Orange partners to use specific applications and programs
  - Explaining new offers and solving their issues, helping them to better explain these offers to their clients, contributing to have a more efficient communication with the Dealers.
-

## EDUCATION

**National University of Political Studies and Public Administration – Faculty of Communication and Public Relations**

PhD in Communication Sciences

Thesis: The Role of Managerial Communication in Employees' Retention – The case of Generation Y

OCT 2016-  
PRESENT

**National University of Political Studies and Public Administration – Faculty of Communication and Public Relations**

MA in HR Management and Communication

OCT 2006  
JUN 2008

**National University of Political Studies and Public Administration- Faculty of Communication and Public Relations**

BA in Communication and Public Relations

OCT 2002  
JUN 2006

## CERTIFICATIONS

**VISION CONSULTING**

**Train the Trainers** Certification - CNFPA

FEB 2010

**National University of Political Studies and Public Administration**

**Entrepreneurial** skills Certification - POS DRU Program

OCT 2012

**OPP LTD International**

**MBTI Practitioner** Certification

MAY 2015

**SLG Thomas Romania**

**Thomas Practitioner** Certification

MAY 2016

# SKILLS & COMPETENCIES

## LANGUAGE

Romanian – native  
English – proficient  
French - proficient

## COMPUTER

Very good command of Microsoft Office (Word, Excel, Power Point, Outlook),  
Lotus Notes, WINDOWS.  
Exposure to: Macromedia Flash

## Other skills

Confident speaker  
Team player  
Meeting Deadlines and Time Management  
Effective Communicator  
Critical Observer and Critical Thinker  
Talent Management  
Good planning skills  
Problem solving skills