

Contact

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Top Skills

Talent Management

KPI Reporting

Interviewing

Certifications

Consumer Law

Certificate of Professional Competence - Advanced level in English

Personal Development Counselor

Alina Milos

Head of Department | Business Consultant & Trainer
Timișoara, Timiș, Romania

Summary

I currently work as a neighbourhood manager, acting as a mediator between residents, local administration, and institutional stakeholders. My role focuses on understanding community needs, facilitating dialogue, managing tensions, and transforming local concerns into practical solutions. My previous management experience in telecom and banking strengthened my skills in negotiation, communication, team coordination, and strategic planning, which I now apply in community development and participatory processes. I am particularly interested in social inclusion, community empowerment, and improving everyday life at neighbourhood level.

Experience

Primăria Municipiului Timișoara

2 years 7 months

Head of Department

November 2025 - Present (7 months)

Timișoara

I lead with vision, empathy, and momentum — turning urban challenges into opportunities and community ideas into action. I inspire collaboration, mobilize teams and partners, and accelerate initiatives that deliver real impact for a more connected, inclusive, and future-ready city.

Inspector

November 2023 - Present (2 years 7 months)

Timișoara, Timiș, România

As an Inspector at Timișoara City Hall, I drive community development, social inclusion, and neighborhood improvement.

My role fosters inclusive, vibrant communities by designing and implementing programs promoting diversity, equity, and access for all, especially marginalized groups. I develop projects for marginalized groups, ensure equal opportunities, and collaborate on sustainable neighborhoods.

I also contribute to urban development policies, mediate disputes, lead training and outreach, and use data for analysis and reporting.

My goal is to strengthen Timișoara's neighborhoods, making them inclusive, sustainable, and thriving for all residents.

AC Vertical | Business Consulting & Services

Owner

March 2022 - March 2026 (4 years 1 month)

Timișoara

As the owner of AC Vertical, I support organizations and individuals through consulting, training, and coaching.

My work focuses on organizational development, leadership, team performance, client relations, and talent management. I design tailored solutions that help clients improve processes, develop people, and achieve sustainable growth.

Through a practical and people-centered approach, I help unlock potential, strengthen performance, and support continuous improvement.

Kunden Broker

Branch Manager

March 2023 - October 2023 (8 months)

Timiș, România

As Branch Manager at an insurance company in Timiș, Romania, from March to October 2023, my primary focus was on building and developing a strong, high-performing team. I led recruitment, onboarding, and personnel management to ensure the right talent was in place to drive business growth.

I also coached and mentored team members, fostering a culture of motivation, performance, and customer retention. Through effective leadership and KPI tracking, I ensured the branch met sales targets while promoting a positive work environment centered on equality and customer service excellence.

NN

3 years

Life Insurance Agent

January 2022 - February 2023 (1 year 2 months)

Timișoara, Timiș, Romania

New customers acquisition, retention and generating revenue through up selling products and excellence in customer service.

Unit Manager

March 2020 - December 2021 (1 year 10 months)

Timișoara, Timiș, Romania

I have coordinated directly a team of 10 insurance consultants.

Focusing on: new customers acquisition, retention and generating revenue through up selling products and excellence in customer service.

Alior Bank S.A.

Regional Sales Manager

August 2018 - December 2022 (4 years 5 months)

Timișoara

I managed a team of 12 sales agents across six counties: Timiș, Arad, Bihor, Sălaj, Maramureș, and Satu Mare.

My key focus areas included acquiring new customers, enhancing retention, driving revenue growth through upselling, and ensuring exceptional customer service.

I was responsible for executing the department's strategy, which involved planning, coordinating, and optimizing existing processes to improve overall performance.

Vodafone

9 years 7 months

Area Sales Manager

February 2016 - August 2018 (2 years 7 months)

Timișoara

I have directly coordinated a team of 12 Store Managers and indirectly supervised 70 sales agents across four counties: Timiș, Arad, Caraș-Severin, and Hunedoara. My main focus was on acquiring new customers, retaining existing ones, and driving revenue growth through upselling products and services while ensuring excellence in customer service.

I was responsible for the successful execution of the department's strategic plan, which included comprehensive planning, coordination, and evaluation of the team's overall performance against key performance indicators (KPIs).

As a leader, I empowered my team to proactively and creatively reassess and redesign current processes with the goal of optimizing their performance and driving continuous improvement.

Retail Manager

February 2009 - January 2016 (7 years)

Timișoara, Timiș, Romania

I managed stores in Resita, Caransebes, Oradea, Lugoj, Arad, and Timisoara, having a significant impact on increasing sales volumes while ensuring every customer had an exceptional shopping experience. At the same time, I managed customer relationships to streamline the sales process and effectively address their needs. Additionally, I was responsible for recruiting, training, and the continuous development of my employees, ensuring that the teams were well-prepared to provide high-quality service and support the company's performance goals.

SC CREDITTEAM SRL

Branch Manager

March 2008 - February 2009 (1 year)

Resita

Led the Resita location, driving sales volume and delivering an outstanding customer experience.

Managed customer relationships to streamline the sales process while overseeing recruitment, training, and employee development.

Education

West University of Timisoara

PHD Student, Sociology · (October 2025)

West University of Timisoara

Special Education and Teaching · (October 2022 - June 2025)

"Eftimie Murgu" University, Resita

Graduate, Economic and Administrative Science · (2003 - 2007)

"Mircea Eliade" Theoretical Highschool, Resita

graduate, English · (1998 - 2002)