



DESPINA UNGUREANU

● WORK EXPERIENCE

06/09/2021 – CURRENT Timișoara, Romania

SENIOR ADVISOR/ HEAD OF PARTICIPATORY GOVERNANCE AND TRANSPARENCY TIMISOARA MUNICIPALITY

Coordinate activities on open governance
Identify and develop instruments for civic engagement
Coordinate Timisoara's participatory budgeting campaign
Manage the local Youth Council's secretariat

25/09/2020 – 30/08/2021 Timișoara, Romania

RECRUITMENT MANAGER SC ATARAXIA SMM SRL

01/04/2021 – 30/08/2021 Timișoara, Romania

HEROES PROJECT COORDINATOR (AAL PROGRAMME) SC THE CARE HUB SRL

Focus groups recruitment for co-creation phase of HEROES platform
Coordinate focus groups and individual meetings with various users of the platform
Methodology development
Collaboration with the other 5 consortium members for optimal implementation of activities and achieving project indicators

01/02/2019 – 24/09/2020 Timișoara, Romania

HEAD OF OPERATIONS SC THE CARE HUB SRL

20/11/2017 – 31/01/2019 Timișoara, Romania

HEAD OF OPERATIONS SC ATARAXIA SMM SRL

Start-up launch: [The Care Hub](#) (România)

- Defined, implemented, and continuously improved internal processes for management of home care visits, recruitment of carers, and community development
- Defined and implemented marketing strategy for retirees, our target audience for recruitment, generating 1,500+ leads
- Coordinated 900+ interviews with 450+retirees in the local community
- Supported 35+ retirees to become entrepreneurs and earn on average an additional 15% towards their pension
- Managed the delivery of 5,000+ hours of care to 100+ clients and their families, with a 4.8* (out of 5.0*) satisfaction rating from clients
- Actively engaged in defining and testing the functional requirements for The Care Hub apps for both clients and homecarers

15/07/2015 – 20/11/2017 Timișoara, Romania

ENTERPRISE DEVELOPMENT MANAGER NESST FOUNDATION ROMANIA

Social enterprise business planning (in Romania and abroad)

- Managed three Social Enterprise Competitions with 250+ applicants
- Provided business planning support to 100 teams in the planning phase (from market research to breakeven analysis, HR planning, and overall strategy)
- Managed an intense 4-day business planning training program for social entrepreneurs in Slovakia

Social enterprise funding (in Romania)

- Carried out due diligence process on over 100 social enterprises, including preliminary assessments on strategy, market research, marketing, and financial viability
- Organized a mixed jury composed of professionals from the private equity industry and business development for three rounds of pitching

• Carried out investments follow-up including budget review and monitoring visits for 10+ social enterprises which received non-refundable funding of up to 350.000\$

Capacity building for social enterprises (in Romania and abroad)

- Identified and monitored key indicators to measure performance in various areas (business, social impact, financial sustainability, institutional development) for 10+ social enterprises in the incubation and expansion phase
- Training design and delivery on Sustainability Planning for social entrepreneurs in Kyrgyzstan
- Designed and managed a mentoring program matching social entrepreneurs with business professionals to help them implement sound strategies for development
- Provided 10+ capacity building training on leadership, marketing, sales, human resources, investment readiness, and scaling

15/01/2015 – 15/07/2015 Timișoara, Romania

SOCIAL ENTERPRISE DEVELOPMENT EXPERT (EU PROJECT POSDRU 168/6.1/S143849) NESST FOUNDATION ROMANIA

01/08/2010 – 15/07/2015 Timișoara, Romania

ENTERPRISE DEVELOPMENT ASSOCIATE NESST FOUNDATION ROMANIA

● **EDUCATION AND TRAINING**

10/02/2011 – 25/02/2011 Timisoara, Romania

TRAIN OF TRAINERS (TOT) CNT EDUEXPERT

01/10/2008 – 05/05/2011 AARHUS, Denmark

MSC IN STRATEGY, ORGANISATION AND LEADERSHIP AARHUS SCHOOL OF BUSINESS, AARHUS UNIVERSITY

21/06/2009 – 03/07/2009 Aarhus, Denmark

PARTICIPATION CERTIFICATE AND 10 ECTS European Summer School for Advanced Management (ESSAM)

01/10/2005 – 07/2008 București, Romania

BSC IN ECONOMICS Academy of Economic Studies, Faculty of Accounting and Management Information Technology

● **LANGUAGE SKILLS**

Mother tongue(s): **ROMÂNĂ**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
FRENCH	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **SKILLS**

Internet, E-mail and Social Media | Microsoft Office: proficient user of Word, Excel and Powerpoint