Ovidiu Slavoiu

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EDUCATION

April 2023 - September 2023 | Online Google UX Design Certificate

2022 | Design for 21th Century, by Don Norman; Interaction Design Foundation Certificate

2007 | Bucharest School of Management: Competitive Intelligence & Strategic Thinking

2004 - 2006 | Romanian-Canadian MBA; General Management, Finance & Marketing

1998 - 1999 | Academia de Studii Economice, Bucharest: MA, European Integration

1994 - 1998 | Academia de Studii Economice, Bucharest: BA, International Business

EXPERIENCE

@ ING Bank Romania

2019 – present | Head of CX - UX Research & Service Design @ ING Bank Romania
Run the agile CX/ UX design (Research & Service Design) for Business Banking customer journeys

2013 – 2018 | Head of Marketing & CX Mid Corporate Banking @ING Bank Romania
Segment strategy & service model development

2010– 2013 | Business Manager, CEO & Country Management @ING Bank Romania
Internal consulting engagements, contribute to business strategy formulation & alignment

2006 - 2008 | Head of Product, Wholesale Banking @ ING Bank Romania
Product development daily banking products and services

2018 – 2019 | Account Director/ Client Partner Advisor) @ QUALITANCE
Lead CX/UX architecture for mortgage experience product, web + native iOS & Android apps

S.A. 2008 – 2010 | CEO Advisor @TRANSFOND
Strategic management on Product, R&D and Marketing functions

2002 – 2006 | Head of ReGIS @ TRANSFOND S.A.
Lead product development & and program management (Prince 2 project methodology)

2001 - 2002 | Consultant @Arthur Andersen
Business consulting: product & process redesign, change enablement

1998 - 2001 | Economist @National Bank of Romania
Macroeconomic and monetary policy research

SKILLS

Technical: Figma | Adobe XD | Google Suite | MS Office | Apple Suite

Design: User research | Wireframing | Usability studies | Presentation | Prototyping

Collaboration: Communicative | Gives design critique + feedback | Strong presenter | Detail-oriented