

PERSONAL AND
CONTACT
INFORMATION

Name: Aleksandar Crnovčić
Date of Birth: October 13, 1986
Family: Married, No of children: 3
Mobile: +387 66 286 087
E-mail: acrnovcic@yahoo.com
[LinkedIn profile](#)
Current place of residence: Banja Luka, Bosnia and Herzegovina

WORK EXPERIENCE

COMPANY: LANACO LTD BANJA LUKA (FROM 2010 – ONGOING)**POSITION: HEAD OF SALES / BOARD MEMBER**

September 2019 – ongoing

Main responsibilities:

- *Creating, monitoring, tracking and evaluating sales plans:*
 - o *Software solutions and products*
 - o *Cloud products and services*
 - o *Data Center solutions and services*
 - o *Network and Security solutions and services*
 - o *Collaboration and communication solutions and services*
 - o *Technical security solutions and services*
 - o *Other IT solutions, products and licenses (HW and SW)*
- *Presales and sales activities*
- *Manage the key accounts (public and private sector)*
- *Follow the public procurements and reviewing the significant bids*
- *Decision making*
- *Negotiating and contracting with clients, suppliers, vendors and partners*
- *Monitoring of supply chain and large payments*
- *Sales team development and people development*
- *Managing financials for large projects*
- *Implementing and suggesting a new internal procedures and organizational changes*

POSITION: HEAD OF EDUCATION DEPARTMENT / BOARD MEMBER

March 2016 – August 2019

Main responsibilities:

- *Managing and leading education department*
- *Analyzing needs for trainings and preparing educational program according to educational needs of market*
- *Continuously monitor and evaluate trends in IT*
- *Business development*
- *Procedure reviewing and implementation*
- *Project management, IT solutions and education project consultant*
- *Creating and modifying training plans and programs*
- *Creating learning paths for Microsoft solutions*

- *Writing and reviewing tender specifications in IT and education business*
- *Reporting to a board of education plans fulfilment*
- *Trainer, presenter and consultant, Competency specialist*
- *Member of Microsoft Educators Community*

POSITION: EDUCATION PROGRAM COORDINATOR

January 2013 – March 2016

Main responsibilities:

- *Analyzing trainings and educational needs and preparing educational program;*
- *Creating plans and training programs;*
- *Creating new training programs and improve existing training programs (ICT, Project Management, Soft Skills and other similar trainings);*
- *Coordinating trainers, organizers, administrators, materials, classrooms etc...;*
- *Prepares and creates brochures and education materials;*
- *Prepares offers, bids, tenders, invoices and quarterly and yearly reports;*
- *Participating in training, presentations and seminars performance and preparing;*
- *Maintaining education web page and social networks*
- *Trainer for MS Office and business trainings*
- *Microsoft Partner Network Specialist, ECDL trainer, test leader and coordinator for BH*

POSITION: IT SOLUTIONS AND EDUCATION ASSOCIATE

March 2010 – January 2013

Main responsibilities:

- *Organizing and preparing trainings and courses,*
- *Creating literature, education scripts, brochures*
- *Preparing and sending offers for trainings,*
- *Communication with clients and end customers.*
- *Delivering trainings and certification*
- *Promotion and marketing activities via web portal, social networks and other media channels*
- *All activities on offer and bids preparation*
- *Preparation and deliver of on-site and online presentations*

SKILLS

- Leadership and management
- Negotiating and bidding
- Business development
- Partner management and Account management
- Vendor management (Microsoft, Oracle, HPE, Lenovo, ...)
- Networking and business connections
- Project management
- Business Analysis
- Digital transformation

- Market research and goals development
- Marketing and client orientation
- Employees development and mentoring
- Team coordination
- Presentation and lecturing
- Leading workshops
- Expert in MS Office, Google tools and other relevant businesses applications
- Implementation, active use and administration of CRM Systems
- Implementation, active use and administration of DMS system
- Implementation, active use and administration of ERP system
- Reporting and predictive analytics
- Improving company's procedures and increasing work efficiency
- Implementing ISO and other international and vendor standards to companies' processes

RELEVANT
PROJECTS

- Project title: Implementing central registration and information system, 2020
Tasks: Defining functional and technical requirements.
Client: Association of Accountants and Auditors of Republic of Srpska
Contact: Siniša Rajković, sinisa.rajkovic@srrrs.org
- Project title: ERP implementation
Tasks: Defining requirements, Implementation supervision, 2022
Client: Net Solutions d.o.o.
Contact: Milorad Savić, milorad.savic@netsolutions.ba
- Project title: DOSITEJ, Implementing 1 on 1 learning model in elementary schools in elementary schools in Republic of Srpska, three phases 2012 – 2018
Tasks: Project Coordinator/Manager, trainer, coauthor of training materials
Client: Ministry of Education of Republic of Srpska
Contact: Igor Tomić, i.tomic@mp.vladars.rs
- Project title: Implementation of CRM in Company, 2016 – 2017, continuous improvement
Tasks: Defining of functional requirements for CRM Sales and Marketing Modules; Implementation support, User adoption management
Client: LANACO d.o.o.
- Project title: Implementation of CRM in Company, 2014 - 2017
Tasks: Defining of functional requirements; Implementation support, User adoption management
Client: LANACO d.o.o.
- Project title: ITIVITY software academy, 2017 – 2019, two year of academy
Tasks: Project Manager, curriculum development
Client: LANACO d.o.o.

FORMAL EDUCATION	<p>UNIVERSITY OF BANJA LUKA, FACULTY OF ECONOMICS ACADEMIC TITLE: MASTER OF SCIENCE IN ECONOMICS GRADUATED IN 2020</p> <p>The subject of Master Thesis was related to customer relationship management, as one of the crucial factors of company's success.</p> <p>UNIVERSITY OF BANJA LUKA, FACULTY OF ECONOMICS ACADEMIC TITLE: BACHELOR OF ECONOMICS GRADUATED IN 2010</p>
CERTIFICATES AND TRAININGS	<ul style="list-style-type: none"> - Microsoft Certified Trainer (MCT), acquired 2017, continuous renewing - Microsoft Office Master Specialist (MOMS), acquired 2015 - Microsoft Office Specialist - Excel Expert, acquired 2015 - Project Management Professional training (35 PDU), attended 2015 - Microsoft Dynamics Training using and implementation – attended 2014 - Continuous soft skills trainings (sales skills, communication, presentation, leadership, negotiation, etc.) - Workshops, seminars, trainings in a field of business and technology
LANGUAGES	<p>Serbian - native language; English – professional level</p>
DRIVING LICENSE	<p>Category B, active driver</p>
HOBIES	<p>Digital tools, Football, Reading, Movies and TV shows, Informal learning</p>