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<b>Nationality</b>	Bosnian/Croatian
<b>Language proficiency</b>	Bosnian/Croatian/Serbian: native speaker English: professional proficiency;
<b>Education</b>	<p><b>Faculty of Electrical Engineering, University of Banja Luka</b> Department of Electronics and Telecommunications B.Sc. Degree in Electrical Engineering (1998) / Equivalency: Master of Electronics and Telecommunications - 300 ECTS</p> <p><b>Additional courses:</b></p> <ul style="list-style-type: none"> <li>• GDPR and personal data protection law in Bosnia and Herzegovina (2019)</li> <li>• INFORMATION SECURITY MANAGER ISO/IEC 27001 COURSE (2017)</li> <li>• AGILE PROJECT MANAGEMENT TRAINING - PMI-ACP Preparation Course (2016)</li> <li>• ITIL V3 FOUNDATION COURSE – Preparation course for ITIL v3 Foundation Exam (2014)</li> <li>• PROJECT MANAGEMENT PROFESSIONAL COURSE – Preparation course for PMP Exam (2010)</li> <li>• INTERNAL AUDITOR FOR INFORMATION TECHNOLOGY SERVICE MANAGEMENT ISO/IEC 20000:2011, RABQSA-ITS: IT service management; RABQSA-AU: Management systems auditing (2015)</li> <li>• MANAGEMENT AND SOFT SKILLS - Performance Management, Situational Leadership (2015)</li> <li>• PRESENTATION SKILLS – “Train the trainer” course for Microsoft Certified Trainer competency (2005)</li> <li>• VARIOUS TECHNICAL TRAININGS - Windows Server 2000, 2003, 2008 – implementation and administration; SharePoint Portal services; SQL Server 2005 Database Administration... (2001 – 2008)</li> </ul>
<b>Qualifications / Experience</b>	<ul style="list-style-type: none"> <li>• 25+ years of general professional experience in the ICT industry providing IT services for customer needs in various areas and industries such as Government, Logistic, Telecommunication, Health etc.</li> <li>• 15+ years of involment in different stages of ICT projects: project preparation, initiation, planning, execution, monitoring and controlling, closing and transition to support, funded by WB, EC, UNDP etc.</li> <li>• 15+ years of technical experience involved in planning, designing, implementing and support of numerous IT services (network</li> </ul>

	<p>infrastructure and services, software solutions, LMS and CRM systems, eLearning solutions etc.</p> <ul style="list-style-type: none"> <li>• 15+ years of experience in education and training delivery (content development, training delivery, development and leading of Education department in Lanaco Company (2006 – 2016)): <ul style="list-style-type: none"> <li>○ Certified training instructor since 2005: <ul style="list-style-type: none"> <li>▪ Microsoft Windows Server 2000&amp;2003 series of courses (Microsoft Official Courses – MOCs)</li> <li>▪ Microsoft Windows 2000 Professional &amp; XP series of courses (Microsoft Official Courses – MOCs)</li> <li>▪ ECDL and Microsoft Office customized courses</li> <li>▪ Project Management Courses (PM enablement training, PMP preparation courses, Project management workshops)</li> <li>▪ Different subject related to: Integration and Change management; Risk management; Operations Management (ITIL) and ISO 20000)</li> </ul> </li> <li>○ Project Management Professional trainer since 2015: <ul style="list-style-type: none"> <li>▪ PM Enablement Course</li> <li>▪ PMP® Course</li> <li>▪ Project management basic and advanced course</li> <li>▪ PM Workshops (Stakeholder Expectation Management, Change Management,...)</li> </ul> </li> <li>○ Subject matter expert in development of e-learning courses and other materials (manuals, procedures, guidelines,...) in project management areas (for Comtrade Group; 1500+ employees; for Lanaco Company; 300+ employees)</li> </ul> </li> <li>• 7+ years of consultant and auditor experience – implementation, monitoring and auditing processes and standards compliance (ISO 9001, 27001, 20000-1 (ITIL)); development of PMO function; Project and Quality manager in GDPR compliance project; Internal and external information security auditor</li> </ul>
<p><b>Industrial Certificates</b></p>	<p><b>Project Management Professional</b></p> <ul style="list-style-type: none"> <li>▪ Name of institution: Project Management Institute <ul style="list-style-type: none"> <li>○ Date of certification: 28 May, 2015</li> </ul> </li> </ul> <p><b>Certified Practitioner on the PMO VALUE RING Methodology</b></p> <ul style="list-style-type: none"> <li>▪ Name of institution: PMO Global Alliance <ul style="list-style-type: none"> <li>○ Date of certification: 27 September, 2017</li> </ul> </li> </ul>

	<p><b>ITIL® Foundation Certificate in IT Service Management</b></p> <ul style="list-style-type: none"> <li>▪ Name of institution: Axelos <ul style="list-style-type: none"> <li>○ Date of certification: 7 October, 2014</li> </ul> </li> <li>▪ Microsoft Certified Professional since 2001 (MCP, MCSA, MCSE, MCITP) until 2012 (technical certification not longer pursued) <ul style="list-style-type: none"> <li>○ Name of institution: Microsoft</li> <li>○ Date of certification: Since 2001</li> </ul> </li> </ul>
<p><b>Employment Record / Projects</b></p>	<p><b>HEAD OF PMO, LANACO D.O.O.</b></p> <p>[June 2018 – present]</p> <p>Implementation and managing of PMO (Program Management Office) – creation and implementation of new processes, procedures and tools, coordination of project portfolio, development of control mechanisms (schedule and efforts tracking, dashboards, metrics, resource usage and allocations), building competencies (support and consultation in Project and Product management, methodologies, standards, tools...)</p> <p>Advisor of QMS team / standards:</p> <ul style="list-style-type: none"> <li>• ISO 9001 - Quality management system</li> <li>• ISO 27001 - Information security management system</li> <li>• ISO 20000 - IT Service management system</li> <li>• ISO 22301 - Business Continuity Management System</li> </ul> <p><b>Projects</b></p> <p><b>Integrated Revenue Management System (part of the Revenue Administration Reform Project)</b></p> <p>Client: Montenegro Revenue and Customs Administration Date: June 2023 – present</p> <p>Position: Project Manager of OWL Consortium</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> <li>- Integrated planning and management of all aspects of the project in order to successfully realize the set goals in cooperation with the Supplier's Representative, Tax expert and Tech lead;</li> <li>- Managing the appointed project team and activities;</li> <li>- Management of internal and external communication in cooperation with the Supplier's Representative;</li> <li>- Meeting defined deadlines and deliveries (defined specifications with controlled change management) and other aspects of the contract;</li> </ul>

- Preparing and archiving the necessary project documentation and reports (reports, minutes, etc.);

**Improving capacity of Indirect Taxation Authority of BIH (NCTS) (EU project)**

Client: Indirect Taxation Authority of BIH

Date: June 2018 – June 2023

Position: Member of Supervisory Board

Responsibilities:

- Monitoring project progress (monthly and quarterly)
- Support for project management issues and escalations
- Resource management

**Software Services for Public administration agency RS (PARCO project)**

Client: Public administration agency RS

Date: June 2018 - December 2018

Position: Supervisory and mentorship (PM)

Responsibilities:

- Closely monitoring and support of project manager in her work
- Project scope: development and implementation of software solutions for: HR register, Employment, Learning platform system, etc.

**Implementing Oracle HCM Cloud solution in Lanaco Company**

Client: Internal project (Lanaco Company)

Date: January 2019 – December 2021

Position: Project Manager

Responsibilities:

- Integrated planning and management of all aspects of the project;
- Managing the appointed project team and activities;
- Meeting defined deadlines and deliveries
- Preparing and archiving the necessary project documentation and reports (reports, minutes, etc.);

**SENIOR PROJECT MANAGER & QUALITY TEAM MANAGER,  
COMTRADE D.O.O.**

[March 2016 – June 2018]

Project manager – GDPR Compliance for Comtrade Group; Project Manager/Engagement manager in Comtrade Digital Services; Team member of PMO, Presales and Business Development (analysing, reporting, partner communication), Banja Luka Office support; Member of Expert groups (PMO Education; PM Tools, Processes and Methodologies)

Quality team manager (ISO 27001 Certification project; ISO 9001:2015 Upgrade project)

### **Projects**

#### **GDPR Compliance**

Client: Internal project (Comtrade Group)

Date: September 2017 - May 2018

Position: Project manager, Quality manager, Trainer

Responsibilities:

- Project planning, Execution of various tasks (awareness sessions, gap analysis, actions for achieving compliance), Reporting
- Preparation of the content (together with Information Security Officer), organization and delivery of GDPR awareness sessions for different part of the CT Group (businesses)
- Preparation of missing documents (records, templates, guidelines)

#### **PM enablement workshops and eLearning courses**

Client: Internal project (Comtrade Group)

Date: June 2016 - September 2016

Position: Trainer, Content creator for eLearning courses

Responsibilities:

- Content creation (power point slides) and classroom training delivery in Belgrade and Sarajevo
- Content creation (moodle lessons and videos) for eLearning format for different subject (Risk Management, Stakeholder Management,...)

#### **Commissioning activities for external company**

Client: Fives Company, Italy

Date: October 2016 – October 2017

Position: Project Manager

Responsibilities:

- Coordination of training and work of commissioning engineers at various sites

**IT SOLUTIONS AND EDUCATION MANAGER / PROJECT MANAGER, LANACO D.O.O.**

[2006 – 2016]

Developed and managed "IT solutions and Education" department and testing and training centers (Microsoft CPLS, Oracle Education, Prometric, PearsonVUE, Certiport, ECDL); Involved in developing and authoring training programs and materials; Involved in various ICT projects as project manager (network and server infrastructure and services, LMS and eLearning systems, CRM system (Service Desk)); Contributed and actively supported introducing ISO 9000, 20000, 27001 standards (member of Lanaco Quality Management Board); Member of Lanaco Governing Board

**Projects**

**Dositej project (Phase 1 and 2) and additional smaller projects**

Client: Ministry of education RS

Date: June 2021 - November 2014; until 2016

Position: Project manager, Trainer

Responsibilities:

- Project planning, Execution of various tasks, Reporting
- Coordination of different segments of project (hardware and software delivery, network equipment, "Train the trainer" workshops with teacher (1:1 eLearning in digital classroom)
- Classroom collaboration software - cooperation with vendor in translation activities (Mythware), creating manuals, training delivery
- Speaker / keynote speaker at "BETT Show in London (Intel Boot), January 31, 2013", "MS Network 2014, Teslic, 2014"; "Conference and Fair "New Technologies in Education 2015 | British Council", Belgrade, February 27 & 28 2015, etc

**Implementation of common services for e-services (PARCO project)**

Date: June 2017 - March 2018

Position: Team member for project planning

This was a reform project from the field of e-Administration, and its purpose was to build and establish an infrastructure necessary for efficient and rational implementation of administration services, through single points of contact and electronically. For each administration level: BiH, the FBiH, the RS and the BDBiH, one pilot project of design of transaction online service was implemented, to demonstrate usability of the established infrastructure.

Responsibilities:

- Project planning and offer preparation
- Coordination of partners "KING ICT d.o.o. Sarajevo, Lanaco d.o.o. Banja Luka and Lirex BG Ltd, Sofija, Bulgaria"

**SOFTWARE SALES MANAGER / EDUCATION MANAGER, LANACO D.O.O.**

[2003 – 2006]

Partner account and sales manager for Microsoft, Oracle, Kaspersky programs; software asset management and licensing specialist; tendering and proposals engineer; training designer and developer; Microsoft certified trainer for Windows 2000/2003/2008 platform

**SYSTEM ENGINEER AND INTERNET ADMINISTRATOR, LANACO D.O.O.**

[2001 – 2003]

ISP administrator and technical support, help desk, web designer, Microsoft system engineer and trainer (MCP, MCSA, MCSE, MCT, MCTS, MCITP)

**SUPPORT ENGINEER IN HEARING AIDS DEPARTMENT, MEDICAL ELECTRONICS BANJA LUKA**

[1998 – 2001]

Assistant in manufacturing of hearing aids – leading engineer in introduction of new technologies in programming of digital hearing aids; Tech. support in audio department – maintenance of computer network and special devices for programming digital hearing aids.