MARKO STJEPANOVIĆ

Data Entry | IT Help-Desk | Production & ERP Support

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PROFESSIONAL SUMMARY

For more than eleven years, I have worked at the intersection of production, data, and technology. My experience comes from supporting a fast-paced textile manufacturing environment, where accuracy, timing, and reliable IT systems make a real difference in daily operations.

I specialize in data entry, reporting, ERP management, inventory workflows, and user support. Over the years I've taken on responsibilities ranging from preparing production schedules and maintaining MRP data to assisting colleagues with IT issues — both software and hardware.

I enjoy solving problems, improving processes, and creating simple solutions for complex tasks, whether it's an automated Excel report, a cleaner workflow, or a fixed PC that helps a colleague get back to work. I am currently looking for a role where I can combine my strengths in data management, IT support, and operations — either remotely or on-site near Bačka Palanka.

SKILLS & COMPETENCIES

DATA & OPERATIONS

- Accurate data entry and validation
- ERP data management & article/code creation
- MRP planning support
- Inventory accuracy & stock tracking
- KPI & OTIF reporting
- Production scheduling assistance
- Lean workflow support

SOFTWARE & AUTOMATION

- Advanced Excel: automation, formulas, Power Query, PivotTables
- VBA scripting and macro development
- Python for basic data analysis and cleaning
- Batch scripting
- MS Office Suite, MS Teams
- ERP and barcode management systems

IT & TECHNICAL SUPPORT

- Windows desktop and basic server support
- Network troubleshooting (ping, tracert, DNS/IP issues)
- Switch/router basics & IP telephony
- Hardware diagnostics and setup
- Software installation, updates, and configuration
- Creating user guides and technical documentation

PROFESSIONAL EXPERIENCE

Real Knitting d.o.o

Production Planner Assistant   *August 2014 – November 2025*
Bačka Palanka, Serbia

- Managed daily ERP data operations, including new article codes, barcode creation, and technical sheets for production.
- Created automated Excel reports for production results, KPIs, and capacity planning — reducing manual work and improving accuracy across departments.
- Supported the implementation of Lean and MRP processes to improve transparency and reduce delays.
- Assisted in organizing workflows in knitting departments and helped ensure daily production plans were on track.

- Provided IT support to more than 30 employees, including software issues, network checks, and basic hardware repairs.
- Worked closely with department leads to prepare schedules, track performance, and ensure smooth communication between planning and production teams.

Bit Computers

IT Intern   *January 2014 – June 2014*
Bačka Palanka

- Installed and reinstalled operating systems and frequently used software.
- Performed data backups and system cleanup tasks.
- Supported small-office network troubleshooting and basic hardware repairs.

EDUCATION

Bachelor's Degree – Professional Sports Manager
Akademija Fudbala Beograd (2014–2021)

Information Technology (2 Years Completed)
University of Novi Sad, Faculty of Sciences (2012–2014)

LANGUAGES

- Serbian – Native
- English – Professional working proficiency
- Italian – Limited working proficiency