



IVANA TUKIĆ

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PERSONAL INFORMATION

- Address: Bravničarjeva ul. 6
- Date of birth: 04.07.1986

SUMMARY

I have extensive experience in sales, customer service, project management and complex administrative tasks. I am an advanced user of the MS Office suite, various CRM and ERP systems, and other digital tools. I speak several foreign languages and enjoy learning and continuously upgrading my existing knowledge. I have completed two advanced Excel training courses. I also attended a six-month training program called "Advanced Computer Skills" at the Faculty of Information Studies in Novo Mesto, where I completed three modules: Introduction to Informatics, Data Structures and Databases, and Web Programming. In addition, I completed a 120-hour course in HTML, CSS, and JavaScript, and obtained several Microsoft Fundamentals certificates. As a small personal project, I created a CV website, which is available on GitHub at the following link: <https://ivananaia.github.io/CV-website1>.

RELEVANT WORK EXPERIENCE

EXPRESS ONE SI d.o.o., Bleiweisova 30, Ljubljana

Senior Customer Care Specialist 2022–2023

Implemented new services and digital tools

Organized and led testing of new processes and solutions, troubleshooting issues

Collected and analyzed customer feedback, identified needs, and developed improvements and corrective actions

Documented work processes

Designed and developed a reporting system for Customer Damages & Claims department and Eurodis (platform for collaboration with international logistic partners)

Exported and interpreted reports from ERP Software CargoNet

Prepared training documents and delivered courses (Customer Care, Damages & Claims, Eurodis, COD, ERP CargoNet, Courier Companion app for dispatchers and couriers, Infobip contact-center cloud solution, exporting and reading CargoNet reports, Direct4.me app)

Analyzed and prepared key performance indicators

Collaborated with dispatchers and warehouses to refine processes and resolve issues

Maintained regular communication with most departments in sister company in Croatia

Managed a team of colleagues

PRO KOLEKT d.o.o., Verovškova 55a, Ljubljana

Business Development Manager 2019–2020

Managed international debt-collection projects from contract signing to recovery, in some cases for the entire group (8 countries)

Handled large data sets (major portfolios of claims) for specific projects

Organized legal, secure, fast, and practical personal data exchange for collection purposes

Oversaw data imports into CRM for collection activities

Set collection strategies for various portfolios

Coordinated with partner collection agencies and law firms in numerous countries

Maintained regular communication and cooperation with subsidiaries

Prepared proposals, contracts, addenda, and agreements

Created calculations and set pricing

Prepared commission statements and remittance amounts for subsidiaries and partners

Resolved complaints, drafted official responses and explanations, and issued internal guidelines

CONVERTA d.o.o., ul. Jožeta Jame 12, Ljubljana

Account Manager 2016–2018

Managed out-of-court debt-recovery cases in Slovenia and abroad

Used the TCM Group platform and communicated regularly with partners

Facilitated factoring and purchase of receivables

Conducted European Small Claims Procedure cases

Identified new cooperation opportunities with existing clients and negotiated terms with new ones

GD ENGINEERING d.o.o., Šmartinska 130, Ljubljana

Sales Representative 2012–2015

Marketed and executed chain compensations and factoring services

BISNODE d.o.o., Likozarjeva 3, Ljubljana

Account Manager 2010–2012

Managed assigned Bonitete.si subscriber portfolio

Upsold other company products to existing clients

Cooperated with Marketing on campaigns for Bonitete.si

Tested new products

YU-EKO MARKETING d.o.o., Cesta 24. Junija 23, Ljubljana (freelance)

Administration Assistant 2007–2010

Drafted business letters and correspondence, completed various forms

Translated documentation from Serbian into Slovene

Managed regular and electronic mail

EDUCATION

University of Ljubljana, Faculty of Social Sciences

Media and Communication Studies (thesis pending)

Faculty of Information Studies in Novo Mesto (Jan 2024–Jul 2024)

Six-Month Pilot Program “Advanced Computer Skills”

Track: Programming and Application Development

Modules: **Introduction to Computer Science** (6 ECTS); **Data Structures and Databases** (6 ECTS); **Web Programming** (4 ECTS)

INFORMAL EDUCATION

- Online Course **“Elements of AI”** . University of Ljubljana & University of Helsinki (2025)
- Online Course **“Artificial Intelligence . Safe, Efficient and Simple”** . SIQ, Ljubljana (2025)
- 70-Hour Course **“Website Development and Design”** . Micro Team, Ljubljana (2025)
- Course **“Web Application Programmer: HTML, CSS and JavaScript”** . Kompas Xnet, Ljubljana (2024/2025)

- Microsoft Certificate **“AZ900 Microsoft Azure Fundamentals”** (2025)
- Microsoft Certificate **“MS900 Microsoft 365 Fundamentals”** (2025)
- Microsoft Certificate **“PL900 Microsoft Power Platform Fundamentals”** (2025)
- Microsoft Certificate **“SC900 Microsoft Security, Compliance, and Identity Fundamentals”** (2025)
- Course **“Excel Expert for Data Preparation and Processing”** . AGORA, Ljubljana (2025)
- Seminar **“Telephone Communication”** . Mercuri International, Ljubljana
- Seminar **“How to Acquire New Business Partners?”** . TS Media, Ljubljana
- Workshop **“Project Management – Modern Approaches to Product and Service Management”**. Agencija Poti, Ljubljana
- **GTD (Getting Things Done) Workshop** . GTD Slovenia
- One-month training at Overseas Express, Croatia – comprehensive process and **ERP**
- **Software CargoNet** training. Hrvatski Leskovac, Croatia
- Online training on **Infobip cloude contact-center solution** . Infobip, Zagreb
- **Intensive Spanish Course (68 hours, B1)** . Costa de Valencia School, Spain
- **German Course (60 hours, A1)** . School Center Velenje (e-learning).

OSTALA ZNANJA IN SPOSOBNOSTI

Computer skills: Windows, MS Office, AI, SPSS, SAP, Pantheon, Salesforce, WordPress, Social Media, Mailchimp, CRM, ERP Cargo Net, XAMPP, MySQL Workbench, Visual Studio Code, SQL, HTML, CSS, Jira

Bosnian & Croatian – Native or bilingual proficiency

Serbian – Native or bilingual proficiency

English – Native or bilingual proficiency

Spanish – Professional working proficiency

Macedonian – Professional working proficiency

German – Elementary proficiency

Russian – Elementary proficiency