



IVANA TUKIĆ

Mail: [iv.tukic@gmail.com](mailto:iv.tukic@gmail.com)

Tel: 00 386 68 630 011

## PERSONAL INFORMATION

---

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

## SUMMARY

---

I have completed several AI-related courses. I possess extensive experience in customer-facing roles at various levels, as well as in teaching colleagues, preparing training materials, and documenting work processes. I am a fast learner who continually upgrades existing skills, an advanced Microsoft Office user and have worked with tools such as Salesforce, SAP, Pantheon, CargoNet, SqualoMail, Mailchimp, and more. I attended a six-month “Advanced Computer Skills” program at the Faculty of Information Studies in NovoMesto, completing three modules—Introduction to Computer Science, Data Structures and Databases, and Web Programming. In addition, I finished a 120-hour course in HTML, CSS, and JavaScript, 70-hour course in CMS Joomla, earned several Microsoft Fundamentals Achievement certificates, and completed two advanced Excel trainings.

## RELEVANT WORK EXPERIENCE

---

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

***Customer Experience Project Manager*** 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”**. MicroTeam, Ljubljana (2025)

Course **“Web Application Programmer: HTML, CSS and JavaScript”**. KompasXnet, 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