

**Name: Dragana Živić**

Date of birth: September 24, 1983

Nationality: Serbian

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**Work experience in years: 14 years, 8 months**

**Current position: Business Analytics and Reporting Manager**

**Career history**

**Company: Last Mile Logistika doo, Belgrade**

**November 2021-**

**Position: Business Analytics and Reporting Manager**

Description:

- Financial data collection, analysis, and report creation
- Other data gathering and analysis to support strategic decision making
- Development and monitoring of KPIs
- Analyse KPIs and make propositions to their optimization
- Take part in process analysis and new process description
- Take part in procedure creation
- Monthly result analysis and comments preparation
- Take part in product profitability calculations
- Budget preparation
- Business opportunity evaluation, management analytical support
- Managing Customer service department,
- Other ad-hoc reporting and analysis

**Company: Tehnomanija doo, Belgrade**

**April 2021- November 2021**

**Position: Last Mile Business Development Analyst**

Description:

- Development of a strategic plan for a new company within the group
- Other ad-hoc reporting and analysis

**Company: Geodis SCO, Belgrade**

**December 2018- April 2021**

**Position: Supply Chain Analyst Team Leader**

Description:

- Responsible for data collection and extraction, turning data into information useful for the company and customer
- Participation in project team in charge of the new setup of Global KPIs for British Petroleum
- Responsible for validation and accuracy of Global 11KPIs, 2nd and 3rd layer KPIs
- Responsible for validation and accuracy of each report shared with the Customer
- Set up and alignment of Vendor and Carrier Management reporting for each region in which the client owns the platforms
- Responsible for data used for preparation of invoices, later submitted to the customer
- Responsible for updating standard operational Working Instructions and procedures
- Other ad-hoc reporting and analysis

**Company: Banca Intesa, Belgrade**  
**July 2018 – December 2018**  
**Position: Mass Segment Development Specialist**

Description:

- Preparation and analysis of KPIs for employees in branches.
- Performing data analytics in order to determine market trends, customer preferences and other information that can be used to make business decisions and marketing campaigns.
- Based on performed analyses creating presentations and overviews for upper management.
- Preparing data and reports for monthly meetings with regional sales directors and department directors.
- Teamwork on large scale sales campaigns. Preparing analytics, defining target groups and communication towards them. Cross department cooperation with CRM, Marketing and Multi-channel departments.
- Member of the team responsible for quarterly and yearly budgeting, forecasting and commercial planning.
- Other ad-hoc reporting and analysis

**Company: City Express doo Member of Austrian Post Group, Belgrade**  
**December 2016 – June 2018**  
**Position: Business Development Manager**

Description:

- Research of all opportunities with the aim of improving existing business, present economic situation and market position,
- Identification of new trends and ideas by market research, with the proposal of potential business ventures and offerings
- Managing with one or more projects within the company, mostly projects related to revenue quality improvement
- Determining and approving the project guidelines and examines the risks and potentials of the project
- Ensuring adequate use of resources from the aspect of time, productivity and efficiency in order to fulfill project tasks
- Participation in Company's Budget planning as a part of Austrian Post P&L Division. Plan was set up as a budgeted Income Statement for the upcoming year as well as for next three years (Responsible for forecast of sales volumes and revenues – B2B, B2C, KA customers, Estimating Sales and Marketing costs and expenses, Budget negotiations, the comparison of actual performance with planned performance)
- Participation in joint projects of Austrian Post AG (e.g. Parcel shops, Customer profitability tool and breakeven analysis, Customer Cockpit, Flexible Delivery, Due diligence - Critical success-determining factors of the company)

**Company: City Express doo Member of Austrian Post Group, Belgrade**  
**January 2011 – November 2016**  
**Position: Customer Service Manager**

Description:

- Participation in Company's Budget planning as a part of Austrian Post P&L Division. Plan was set up as a budgeted Income Statement for the upcoming year as well as for next three years (Responsible for forecast of sales volumes and revenues – B2B, B2C, KA customers, Estimating Sales and Marketing costs and expenses, Budget negotiations, the comparison of actual performance with planned performance)
- Responsible for smooth running of all operations in Customer Service Department
- Responsible for creating and updating CS operational procedures

- Organization, coordination, and supervision of all daily activities in Call Center (process of pick-up and dispatching orders)
- Organization, coordination and supervision of daily activities in Customer Care Department (all activities related to fulfill specific requirements of KA customers)
- Organization, coordination and supervision of all daily activities in Claims and Damages Department (all activities related to positive solution of customer complaints that may occur during the delivery process and possible damage of shipments during manipulation, Cooperation with the insurance company)
- Organization, coordination and supervision of all daily activities in Backup Sales (all support activities related to CAS, preparation of contracts, invoicing)
- Reporting to the General Manager and Sales Manager
- Analysis of CS agent's performance and expectations through set of KPIs, with clear responsibilities and tasks
- Preparation and analysis of daily, weekly and monthly Sales reports (Turnover and volume statistics, customers' revenue and profitability analysis, etc)
- Sales Key User of logistics software cNet (cNet is provided by Axians ICT Austria GmbH, software is used by all companies owned by Austrian Post, Logistic and Parcel Division) with responsibility for customer database, system of tariffs, offers and other commercial conditions of customers (the entire process from customer data entry to distribution of invoices)
- Monitoring of Field Sales Representatives, preparation and analysis of reports, Analysis and comparison of actual results with targeted revenue
- CRM Key User
- Communication and cooperation with customers
- Preparation of offers and contracts
- Member of a project team for implementing Corporate Values, which would align corporate and cultural differences between subsidiary and Mother company

**Company: City Express doo Member of Austrian Post Group, Belgrade**

**September 2008 – December 2010**

**Position: Team Leader of Backup Sales**

Description:

- Preparation and analysis of daily, weekly and monthly Turnover reports
- Preparation and analysis of Sales KPIs and Sales Activity Reports
- Preparation of offers and contracts
- Sales Key User of logistics software cNet, tariff entry, updating of customer database, control of customer invoices

**Company: City Express doo Member of Austrian Post Group, Belgrade**

**January 2008 - August 2008**

**Position: Assistant of Logistic Manager**

Description:

- Preparation of KPI Reports in Logistics

**Education: University of Belgrade, Faculty of Transport and Traffic Engineering, Master's degree in Logistics (grade 9.07), 2002-2007.**

**IEDC - Bled School of Management (Austrian Post Talent Management Programme)**

January 2015 - June 2016

Description:

Module I: "Introduction to Management", prof. Nenad Filipović

Module II: "Customers and Markets", prof. Joe Pons

Module III: "Finance for Non-Financial Managers", prod. René Magdalenic

Module IV: "Leading for High Performing Teams", prof. Drikus Kriek

Module V: "Operations Management and Processes Optimization", prof. Fraser Johnson

Module VI: "Persuasive Communications", prof. Mani Sandher

Module VII: "Leading Self and Others and Strategic Management", prof. Lynn Isabella and prof. Nenad Filipović

Module VIII: "Leading Change and Customer Centric Organizations", prof. Philip Stiles and prof. Juan Serrano

**GENERAL, PERSONAL ATTRIBUTES:**

- Positive, open and flexible person
- Capable to work under stress
- Takes decisions and responsibility
- Capable to work as a part of a team or alone
- Precise, accurate and has an analytical approach towards work
- Always ready for a new challenge that offers a personal and professional improvement

**ADDITIONAL SKILLS:**

- Driving License, B category
- PC Literate - MS Office (Word, Excel, P. Point), VBA, Qlik Sense BI, Power BI
- Languages: English

