



Marko Radovic



europass

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WORK EXPERIENCE

01/05/2021 – CURRENT – Belgrade, Serbia

SAAS PRODUCT MANAGER – TIETOEVR

- Led the development for a new and existing B2B SaaS products for banks and leasing companies to enable customers full SaaS experience suited according to their needs and ecosystems in use.
- Identified gaps in customer expectations and needs against the products design and features list to increase the growth to 27%
- Initiated and closed deals with new partners and suppliers to reduce costs to 12%
- Took inputs from internal and external stakeholder to formulate product requirements and aligned product vision and roadmaps with new business strategy
- Created user personas with emotional needs as basis and constantly updated sales kit
- Maintained service portfolio
- Part of public cloud working group
- Created cost structure report and ROI per feature reports

01/12/2015 – 31/05/2021 – Belgrade, Serbia

APPLICATION SUPPORT MANAGER – TIETOEVR

- Managed international teams of total 31 employees in incident management, problem management, request fulfillment and change management processes to comply with ITIL, ISAE and ISO standards.
- Monitored teams and process performances, adhered to service level agreements (SLAs) and provided detailed job training.
- Met with customers to discuss service needs and develop effective and practical solutions.
- Hired and trained new Service desk administrators, Business Analysts, Software developers and Configurational managers to improve efficiency of department and cultivate productive work atmosphere.
- Monitored multiple banking and leasing software products quality and communicated necessary improvements to Product owners.
- Created and maintained service portfolio Performed several internal and participated in external audits in compliance management area.
- Prepared monthly managerial reports to assist business leaders with key decision making and strategic operational planning.
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Devised, deployed and monitored processes to boost long-term business success and increase customer satisfaction 43%.
- Tracked KPIs and created continuous improvement plans.
- Defined clear targets and objectives and communicated to other team members.

01/01/2015 – 30/11/2015 – Belgrade, Serbia

SOFTWARE DEVELOPMENT TEAM LEADER – EMRIC AB (NOW TIETOEVR)

Led and trained team of 9 software developers and business analyst

Wrote clean, clear and well-tested code for leasing software ProFinance from 4.0v to 4.5v by using C#, VB.NET and MS SQL

Collaborated with cross-functional development team members to analyze potential system solutions based on evolving client requirements.

Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.

Planned, designed, developed and maintained multiple small software products using C#, JQuery, KnockoutJS and SilverLight.
Developed web pages in MS Dynamics AX Enterprise Portal.
Worked closely with Sales team to meet customer expectations.

Developed business intelligence solutions on Experience platform using .NET, C#, MS SQL (including Microsoft SQL Server Integration Services)

● **EDUCATION AND TRAINING**

01/09/2008 – 30/10/2011 – Tadeusa Kosciuska 63, Belgrade, Serbia
ENGINEER OF INFORMATION TECHNOLOGIES – Faculty of Information Technologies - Metropolitan university

<https://www.metropolitan.ac.rs/en/faculty-information-technology/information-technologies/>

● **LANGUAGE SKILLS**

Mother tongue(s): **SERBIAN**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

My Digital Skills

Product strategy | Product management | Product documentation | Budgeting | Managerial reporting | Internal and external collaboration | Data analytics | Customer service management | SQL | Jupyter Notebook | SaaS | ITIL | ISO 27001 | Decision-making | Microsoft Office