

# Natalia Milunovic

## Business Analyst



Natalia is an ambitious and result-oriented business analyst with a big interest for driving organizations forward and optimizing the various processes of a company. Natalia works towards high set goals and balances a macro and micro perspective to achieve desired results.

Natalia has experience in customer relations and work roles with a high level of responsibility. She is a self-starter and comfortable working in teams with high set goals. Natalias has broad experience from the service industry and in a role as a manager on a smaller company. This have resulted in that she developed solid skills in problem solving and time management.

Some of Natalia's key characteristics includes flexibility and reliability. Her work is well structured with high accuracy. Natalia is analytical in her work and achieves results of high quality. She has an ability to identify any obstacles and develops a suitable strategy for problem solving.

## Education

<b>2020-08 - 2021-06</b>	<b>MSc in International Marketing and Management</b> Lund University, School of Economics
<b>2017-09 - 2020-06</b>	<b>Bachelor's Degree in Business and Economics</b> Lund University, School of Economics

## Employments

<b>2018-10 - 2019-03</b>	<b>Administrator at Försäkringskassan AP</b>
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Natalia worked as an administrator on the sick pay department. She worked independent since the work demanded independency and to be able to make suitable decisions based on regulations. Natalia's work tasks included close contact with the insured individual, employers and doctors with the aim of developing a plan for the insured one to return to their workplace.

<b>2016-10 - 2018-05</b>	<b>Sales assistant at Pandora</b>
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Natalia's role had a high focus on personal customer service. Natalia gained experience in visual merchandising and worked to increase traffic to the store. CPI was key metrics used on a daily basis to achieve the store's set goals.

**2015-06 - 2022-01**

**Manager at Restaurant Vin & Tapas Lund**

Natalia was responsible for tasks that concerned the overall as well as the daily activities. Natalia was alone responsible for the cash register system and easier programming. The role involved personnel responsibilities, purchases, negotiations with suppliers and customer relations.

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## Professional Knowledge

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**Business Development:** Client Relationship Management

**Business Development:** Marketing Management

**Business Development:** Organisational Awareness

**Customer Management:** Customer Relationship Management (CRM)

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## Languages

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**Swedish:** Mother Tongue

**English:** Fluent

**Serbian:** Communicative

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## Industry Knowledge

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**Retail & Distribution:** Apparel and Fashion Merchandise

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## Certifications

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**Google:** The Fundamentals of Digital Marketing

**Scrum.org:** Certified Scrum Master

