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PROFILE

Experienced Consultant with a demonstrated history of working in the computer software industry. Skilled in Business Process, CPQ, Workflow Applications, Communication, Customer Relationship Management (CRM), and Quality Management. Strong consulting professional with a Bachelor's degree focused in Quality management from Faculty of Organisational Sciences, Belgrade.

WORK EXPERIENCE

Product Owner/Business Analyst 07/2017 - present

Comtrade Digital Services, Belgrade, Serbia

- Acting as a contact for business stakeholders for new system enhancement requests;
- Documenting system enhancement requirements in User Story format with supporting documentation (e.g. mock-ups, prototypes, process maps, detailed requirements, etc.);
- Attending and participating in Agile scrum meetings and providing overviews and clarifications of prioritized User Stories to scrum team;

Consultant/Business Analyst 07/2016 – 07/2017

Callidus Cloud, Belgrade, Serbia

- Extracting, anticipating and organizing business requirements;
- Defining and documenting business requirements;
- Designing solution – model for the implementations;
- Planning and coordinating implementations ;
- Defining requirements for new features and software improvements;
- Creating documents to support sales process (Statements of Work);

Associate Consultant 06/2015 – 07/2016

Callidus Cloud, Belgrade, Serbia

- Understanding client business requirements and setting up CPQ/Workflow application accordingly;
- Gathering, validating, and documenting CPQ/Workflow product specifications;
- Establishing and ensuring a strong alignment between the business requirements/needs and the CPQ/Workflow solution;
- Reviewing a client's configuration and use of the application and determining ways to improve performance, usability and support-ability;

Data-mining consultant (part-time) 11/2014 – 03/2015

Hyperoptic, Belgrade, Serbia

WORK EXPERIENCE

- Analyzing, identifying and assessing data attributes;
- Performing strategic data analysis and research to support business needs, as necessary ;
- Exploring data to identify opportunities to improve business results ;

EDUCATION

Quality Management 10/2006 – 04/2012

Faculty of Organizational Sciences, Belgrade, Serbia

Department of Quality Management.
Graduated with the highest grade on the subject: Quality Management System Implementation.

SKILLS

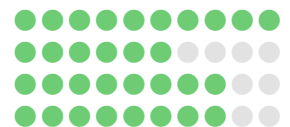
Langauges

Serbian
English
German



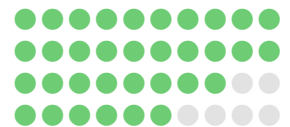
Tools

MS Office
Visual Studio
Cucumber/Gherkin
JIRA/Trello/Github



SaaS

CPQ
Workflow
CRM
CLM



STRENGTHS

Responsible

Curious

Communicative

Easily adapted to new environments and team work

Profound

Cheerful