



WORK EXPERIENCE

eCommerce Project Manager Freelance

06/2018 - Present

Achievements/Tasks

- Worked with multiple eCommerce brands helping them to develop and manage website designs, landing, and PDP pages.
- Create or improve internal processes, SOPs, document workflows and create knowledge bases.
- Responsible for order fulfillment, supplier communication, and website QA manual testing.
- Actively engaged in Marketing strategy and analytics.
- Create various reports in Google Data Studio.

Senior Project Manager Vast d.o.o. (Vroom)

12/2021 - 04/2022

Achievements/Tasks

- Planning, monitoring and controlling software development projects in an Agile environment.
- Coordination around project delivery and collaboration with engineering, QA and business teams.
- Organize meetings, project releases and overall planning of the project.
- Oversee project progress, identify blockers and resolve issues.
- Document processes and creating reports.

Fulfilment Manager NCR

03/2021 - 12/2021

Achievements/Tasks

- Leading a team of remote Project Managers to complete defined customer projects within the project scope, business strategy, OTIF and company goals.
- Steer and lead the Reporting and Data Analytics team toward SCRUM methodology by implementing an Agile approach.
- Being the main POC for coordination of Reconfiguration Projects.
- Develop and maintain knowledge-base SharePoint website in collaboration with Global Learning team.
- Prepare reports and lead the weekly, monthly and quarterly Revenue meetings with the Vice President HW Operations for Global Banking making sure we attain linearity to the agreed revenue outlook.
- Working on FGI Avoidance & reduction through regular weekly meetings with Inventory management team.
- Collaborate on CI (Continuous Improvement) Projects in order to drive improvements through metrics reviews, adopt Lean processes where applicable and reduce costs.
- Team management, coaching and motivation, performance reviews, attendance tracking and AL approvals.

EDUCATION

QA Tester IT Academy

04/2022 - 11/2022

Web Project Management and Data Analytics IT Academy

12/2015 - 12/2016

Web Design IT Academy

12/2014 - 12/2015

Project Management Project Management College

11/2008 - 10/2011

Business, Marketing and Management Belgrade Business School, Higher Education School for Applied Studies

10/2008

SOFT SKILLS

Detail-Oriented

Accountable

Self-initiative

Eager to Learn

Positive and Respectful

Outspoken

Embraces Teamwork

TOOLS

Project Planning and Delivery

Stakeholder Management

SDLC

Process Improvement

Leadership

Jira

Confluence

Trello

Asana

ClickUp

Shopify

WordPress

Joomla

Webflow

Headless CMS

SharePoint

Figma

Zeplin

InVision

CRO

Airtable

Mouseflow

Google Optimize

HTML

CSS

JavaScript

JAVA

Postman

API

JMeter

Manual QA Testing

Gorgias

HelpScout

Klaviyo

ActiveCampaign

MS Office

Google Suite

Slack

WORK EXPERIENCE

Operations Project Manager NCR

04/2019 - 03/2021

Achievements/Tasks

- Leading a team of Project Managers in order to complete defined customer projects within the business strategy, OTIF and company goals.
- Communicate and collaborate with several cross-functional teams - Sales, Production, Channel Partners, and with Customers whenever needed.
- Build QBR reports, perform ROI analysis.
- Provide ongoing updates to the Leadership team regarding project status, escalations, revenue impacts.

Performance Team Leader EAP Shared Services, Etihad Airways

05/2017 - 03/2019

Belgrade

Achievements/Tasks

- Leading Email Loyalty team with the main goal of responding to the customer emails, all tiers included (Platinum, Gold, Silver, and Basic). Revising agents daily work, sentence structure, grammar, maintaining backlog within the SLA, responding to the possible escalations from the guests, and answering to the Platinum Guests.
- Recruit, develop, train and manage team members performance.
- Define and implement procedures that support the highest level of customer service standards to encourage loyalty and promote customer satisfaction.
- Monitor performance gaps, identify trends and manage performance in liaison with other sections within Contact Centre (quality & communications, operations, etc.).
- Prepare and submit periodic performance reports.

Sales Support Team Leader NCR

04/2015 - 04/2017

Belgrade

Achievements/Tasks

- Coordinate to resolve day-to-day operations involving product availability, quality, ERP setups, looking for opportunities to provide added value to the customer, coordinate the best practices to facilitate the daily business flow.
- Responsible for providing and analyzing metric data to the customer and internal organizations; Performs account Data Collection and analyze the same.

Sales Support Analyst NCR

09/2013 - 04/2015

Belgrade

Achievements/Tasks

- Accountable for the relationship management of assigned selling team's responsibilities and customer base to ensure that all customer requirements are identified and met.
- Coordinate custom and stock orders, maintain custom inventory levels at acceptable levels and work directly with Sales, Manufacturing, and Pricing to resolve day-to-day operations involving product availability, quality, etc.
- Responds to customer needs as problems or issues related to product quality, delivery or inventory levels arise.
- Participate in daily production meetings articulating requirements and escalating critical requests.

PERSONAL PROJECTS

Owned a Food Supplement eCommerce Business
(02/2012 - 05/2017)

Created various WordPress E-commerce Websites
(02/2013 - 10/2019)

SharePoint Team and Communication website development and implementation (08/2018 - Present)

- Global Learning SharePoint site - ongoing project as of July 2021
- Knowledge based SharePoint site created for Etihad Airways

ACHIEVEMENTS & CERTIFICATES

Exposed paper entitled "The importance of knowledge management in customer service" at the XVII International Symposium on Project Management

Practice in Association for Project Management Serbia (YUPMA)

Certificate of Serbian Association of Small and Medium Enterprises - Training management and project management, business plan development and start-ups

LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Limited Working Proficiency

Italian

Limited Working Proficiency

INTERESTS



3x3 Basketball



The Art of Real Aikido



Marvel Movies Fan



Amateur Photography



Self-improvement Books



Adventure Travelling



Healthy Cooking



DIY Craft Projects