

EDUCATION

2013 – 2018 - Faculty of Organizational Sciences, University of Belgrade - BCS in Information systems and technologies – Engineer's degree

2009 – 2013 - 9th Gymnasium "Mihailo Petrovic Alas", Belgrade High School - Natural Sciences and Mathematics Department

EXECUTIVE SUMMARY

Worked closely with both clients and technical teams and developed strong analytical skills not only to identify customer expectations, but to anticipate future trends and challenges.

Specialized in delivering creative strategies, excellent service and into enhancing the customer experience.

Results-proven, growth-oriented leader with a keen sense for identifying opportunities, fostering innovation, building shareholder value, driving vision and achieving critical strategic goals.

Noted for practical and pragmatic management style based on impact-driven IT models and strategies.

Skilled in resolving issues quickly, driving businesses to achieve operational and financial excellence. Delivered improvements to processes, envision new possibilities and unconventional solutions. Dedicated to explore and implement innovative methodologies, such as agile development and social engineering.

CAREER

Projects:

SAP IS-U ISOONE project for National Electrical Company (EPS) (2017 – present)

Role: SAP Customer Service Consultant

- Full cycle software implementation for electricity billing system serving 2M customers.
- Creation of business blueprint, implementation based on a blueprint, SAP customizing, development, workflows creation, execution of testing, cut over planning, go-live and post go-live support.
- Business Process Creation and Technical Data Management.
- SAP IS-U system enhancements and ABAP custom code development.
- Delivered IUT110, IUT210 training programs for customers.

Device Management Information System for Serbian DSO (2023 – present)

Role: Project Manager

Inventory management system for metering devices, storage locations and services, designed and developed from scratch. Managed team ensuring that the scope is clearly understood and successfully translated into the final solution.

- Business Analysis responsibility within the scope of 3,5M devices.
- Developed detailed requirements specifications, use cases, process flows, and other documentation for top management.
- Led technical team, ensuring clear communication and effective implementation.
- Centralization of more than 10 separate systems into a unified solution.
- Worked closely with customers using Agile practices, providing trainings and managing iterative testing with key users.

Change of Supplier Portal for Serbian DSO (2022 – 2024)

Role: Project Manager

Led the end-to-end development of a web portal, conceptualizing and building the platform to reach clients fit within the new legal framework. Software that facilitates communication and integration between two parties – suppliers and distributor, for Change of Supplier process.

- Pinpointed strategic actions to improve performance.
- Delivered customer-centric solutions and applied best practices.
- Implemented Agile practices throughout the project lifecycle.

SAP IS-U/Meter Reading platform integration project for Serbian DSO (2019-2021)

Role: Process Integration Consultant

- Identification of triggering points for integration and process orchestration.
- Performed system enhancements and custom ABAP code development in SAP IS-U to integrate two systems.
- Coordinated intercompany data exchanges by structuring a framework for both inbound and outbound messages.

SAP IS-U/EPS MDM System integration project for EPS (2020-2021)

Role: Process Integration Consultant

- Identification of triggering points and process orchestration for integration between the Business Partner Central Maintenance Repository (MDM) and SAP IS-U.
- Overseeing central data maintenance, ensuring the integrity and accuracy of the data.

Change of Supplier Portal/E-Document Management Solution (EDMS) integration project (2024)

Role: Process Integration Consultant

- Articulated the scope and essential integration points.
- Overseeing system tests, integration tests, and user acceptance testing.
- Managed issues and bugs identified during testing, coordinating with the technical team to ensure they are resolved before go-live.

CERTIFICATIONS

- SAP Certified Associate Utilities with SAP ERP 6.0
 - Cambridge Academy of English class prize (Princess Helena College) – certificate for special recognition in participation, attitude and improvement in class.
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