

# Curriculum Vitae

## PERSONAL INFORMATION

<b>First name:</b>	Amila Pilav-Velić
<b>Last name:</b>	15/01/1982
<b>Date of birth:</b>	
<b>Private address:</b>	
<b>Telephone:</b>	amila.pilav-velic@efsa.unsa.ba
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<b>Fields of interest:</b>	Business and IT, Business process management, Innovation management, Customer relationship management

## EDUCATION BACKGROUND

Name of institution	Dates attended	Qualification achieved
School of Economics and Business in Sarajevo, University of Sarajevo, within international Tempus project created in collaboration with the University of Vienna and the University of Ljubljana	October 2010- November 2013	PhD – Management/Business average grade 10.0 (A)
School of Economics and Business in Sarajevo, University of Sarajevo	2006- 2010	Postgraduate program - Msc (Master of science)
School of Economics and Business in Sarajevo, University of Sarajevo	2000-2004	Graduate study – average grade 9.1 and awarded as student of generation by Dean.
The First Bosniak High School- Gymnasium.	1996-2000	Average grade-5.0

## Working Knowledge of Foreign Languages [from 1 to 5 (1 = weak, 5 = excellent)]

Language	Reading	Speaking	Writing
Bosnian	native language		
English	5	5	5
German	2	2	2
Arabic	2	2	2

## ADDITIONAL SKILLS/ABILITIES

SKILL/ABILITY	Description
<b>Computer Skills</b>	full computer literacy (Unix OS, Windows OS, Mac OS, Ms Office, Adobe packages, etc.)
<b>Driving license</b>	B

## PRESENT POSITION:

<b>Institution:</b>	School of Economics and Business
<b>Position:</b>	Assistant professor
<b>Business Address:</b>	Trg Oslobođenja/Alija Izetbegović br.1.
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## EMPLOYMENT HISTORY

Previous full-time positions:

Institutions	Dates	Position held
School of Economics and Business in Sarajevo, University of Sarajevo	October 2010- October 2014	Senior teaching assistant - Department of Management and Information technology – full time
Faculty of Electrical Engineering, University of Sarajevo	October 2012-October 2014	Senior teaching assistant – Department of Telecommunications
School of Economics and Business in Sarajevo, University of Sarajevo	September 2009-October 2010	Teaching assistant- Department of Management and Information technology – part time
LUKOIL, International Oil company, branch in Sarajevo	July 2008-September 2009	Franchise manager
Uniq-a Austrian Insurance company	May 2008-June 2008	Business Analyst support for Board of directories
Indirect Tax Authority B&H	June 2005-May 2008	Expert Associate for revision and supervising of large companies - taxpayers

## SPECIFIC PROFESSIONAL EXPERIENCE

- Head of Faculty development center (2013-...)
- Member of Faculty AACSB accreditation team;
- Member of Faculty EPAS/EFMD accreditation team
- Teaching assistant (Microeconomics Department)-part time, February – July 2006 (during postgraduate program), School of Economics and Business in Sarajevo, University of Sarajevo;
- Teaching demonstrator, Department of Management and Information technology, September 2002-September 2004 (during undergraduate study), School of Economics and Business in Sarajevo, University of Sarajevo;

## OTHER RELEVANT INFORMATIONS

### Awards and scholarships:

- Postdoctoral research- Westfälische Wilhelms University of Muenster, School of Business and Economics, Department for Information Systems, May 2014.
- Postdoctoral research - European Research Center for Information Systems, Muenster, Germany, May 2014;
- Open Society Fund B&H, Policy development fellowship program, June 2013
- Dean's Award for the best teaching assistant according to students' evaluation in academic 2009/2010 year.
- Dean's Award for the best students (average grade above 9.00) within whole generation of 2004<sup>th</sup> year.
- Dean's Award for the best students (average grade above 9.00) received the 2000, 2001, 2002 and 2003 year.
- Scholarship of Novi Grad Municipality in Sarajevo for the best students, 2002 and 2003 year;
- Scholarship of Fonus foundation for the best students, 2000 and 2001 year.
- Scholarship of Fonus foundation for the best gymnasium students, during overall high school education (1996,1997,1998,1999 year);

### Additional professional training:

- EU Academia, HORIZON 2020, Brussels, December 2014.
- Sarajevo Economic Regional Development Agency SERDA, Project Academy (IPA funds), March 2014.
- Open Society Fund B&H, Policy development fellowship program, June 2013.
- The World bank , IFRS, „The International Financial Reporting for Small and Medium-sized Entities (IFRS for SMEs)“, October 2011.
- Ministry of Justice B&H, State exam – overall legislation, June 2006.
- European Union (Customs and Fiscal Assistance Office-CAFAO), The basis of VAT revision, January 2006.
- European Union (Customs and Fiscal Assistance Office-CAFAO), VAT in B&H - legal basis, the analysis and discussion, February 2006.
- Institute for Education, Foreign Trade Chamber of B&H, Financial management course, April 2005.

### Participation in international conferences and meetings

- 33rd International Conference on Information Technology Interfaces ITI 2010. June 2011; Cavtat, Croatia: University of Zagreb and University Computing Centre, June 2-24 2011;
- The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia;
- 7th Research/Expert Conference Quality with International Participation Quality 2011; June 1-4.2011; Neum: University of Zenica and Faculty of Mechanical Engineering Zenica, University Erlangen-Nuremberg Germany, Chair Quality Management and Manufacturing Metrology, Quality Association of B&H;
- 32nd International Conference on Information Technology Interfaces ITI 2010. June 21-24. 2010; Cavtat, Croatia: University of Zagreb and University Computing Centre;
- International Conference of the University of Zenica and Faculty of Mechanical Engineering Zenica MAINTENANCE 2010. June 10-13.2010
- BIOSTAT Symposium, University of Zagreb and University Computing Centre Cavtat, Croatia, June 2011;
- School of Biometrics, University of Zagreb and University Computing Centre Cavtat, Croatia, June 2011;
- 6. International Conference of the School of Economics and Business, ICES 2012, 12-13 October 2012. Sarajevo, School of Economics and Business, University of Sarajevo;
- 3. International Conference „Vallis Aurea“, 2012. October, 2012.; Požega-Vienna, Croatia-Austria, University of Požega and Danube Adria Association for Automation & Manufacturing- DAAAM International Vienna;
- International Conference on Economic and Social Studies, 10-11 May, 2013, Sarajevo, Faculty of Economics, International Burch University;
- The 7th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 3th – 7th June, 2013, Faculty of Mechanical Engineering University of Belgrade in association with The International Academy for Production Engineering (CIRP), Paris, France., Belgrade, Serbia
- 5th International Scientific Conference entitled Knowledge and Business Challenges of Globalisation in 2013, 14 -15 November 2013, Faculty of Commercial and Business and Commercial Sciences in Celje.

- Wider - Green Growing of SMEs: Innovation and Development in the Energy Sector in the Mediterranean Area. Final Conference, May 21 2015, Brussels, Belgium.
- 16th EBES Conference – Istanbul, Bahcesehir University, May 27-29, 2015, Istanbul, Turkey.

**Other:**

- National Institute for education in collaboration with Bosnian Government, ECDL certificate;

**REFERENCES – BIBLIOGRAPHY**

**List of publications:**

- **Pilav-Velić, Amila:** „(E)CRM in Companies in the Bosnian Market“, *Sarajevo Business and Economics Review (SBER)*, No 30, Sarajevo, 2010, part of the bibliographic base EBSCO PUBLISHING - BUSINESS SOURCE COMPLETE and CEEOL (Central and Eastern European Library) base, ISSN: 1986-5473, pp. 295-309.
- **Habul, Aida, Pilav-Velić, Amila:** „Maintenance Management in Modern Business“: conference proceedings: International Conference of the University of Zenica and Faculty of Mechanical Engineering Zenica MAINTENANCE 2010. June 10-13.2010; Zenica: Faculty of Mechanical Engineering, 2010. pp.1-8. ISSN 1986-583X; URL: <http://www.odrzavanje.unze.ba> ( 28.08.2010.)
- **Habul, Aida, Pilav-Velić Amila:** „Business Intelligence and Customer Relationship Management“ conference proceedings: 32nd International Conference on Information Technology Interfaces ITI 2010. June 21-24. 2010; Cavtat, Croatia: University of Zagreb and University Computing Centre, 2010. pp. 169-174. IEEE Catalog Number CFP10498-CDR, ISBN 978-953-7138-19-6, ISSN 1334-2762; URL: <http://iti.srce.hr/> (20.08.2010.)
- **Habul, Aida, Pilav-Velić, Amila:** „The possibility of outsourcing in terms of e-business“, Conference proceedings, V International Conference ICES 2010, “Economic Development Perspectives of SEE Region in Global Recession Context”, October 14-15, 2010, Sarajevo, Rad je indeksiran u bibliografskoj bazi: EBSCO PUBLISHING – BUSINESS SOURCE COMPLETE.
- **Habul, Aida, Pilav-Velić, Amila and Kremić, Emir:** “Improvement of processes in software development by applying six sigma model approach”, The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Faculty of Mechanical Engineering University of Belgrade in association with The International Academy for Production Engineering (CIRP), Paris, France., Belgrade, Serbia, UDC: 005.6; 004.4; 11.62; 11.6; 57.015., ISBN: 978-86-7083-727-0; URL: <http://www.mas.bg.ac.rs/>
- **Habul, Aida, Pilav-Velić, Amila and Kremić, Emir:** „Improvement of Business Process by Implementing Six Sigma Model“, conference proceedings: 7th Research/Expert Conference Quality with International Participation Quality 2011; June 1-4.2011; Neum: University of Zenica and Faculty of Mechanical Engineering Zenica, University Erlangen-Nuremberg, Germany, Chair Quality Management and Manufacturing Metrology, Quality Association of B&H, ISSN 1512-S268, Godina VII, No 1., pp.7.
- **Pilav-Velić, Amila and Habul, Aida:** „Does Social Computing Provide Satisfaction for Modern Learner?“, conference proceedings: 33rd International Conference on Information Technology Interfaces ITI 2011. June 27-30. 2011; Cavtat, Croatia: University of Zagreb and University Computing Centre, 2011. pp. 319-323. IEEE Catalog Number CFP11498-PRT,

ISBN 978-953-7138-20-2, ISSN 1330- 1012; URL: <http://iti.srce.hr/>. Paper is indexed in the following bibliographic bases: ISI proceedings, IEEE explore, SCOPUS, INSPEC;

- **Lagumdžija, Zlatko, Grabovica, Elvedin and Pilav-Velić, Amila:** „*Information Systems and Environmental Sustainability: The major challenges*“, *TTEM Journal Vol.7., No.1., 2/3.2012.*, ISSN: 1840-1503, pp.423-431; Paper is indexed in Thomson, Web of Science, Web of Knowledge, Index Copernicus, Ebsco, etc.
- **Grabovica, Elvedin and Pilav-Velić, Amila:** “*The Biggest Challenges of Successful CRM implementation: Conceptual Framework*”, Conference proceedings, VI International conference ICES 2012, October 2012, Sarajevo, Paper is indexed in the following bibliographic base: EBSCO PUBLISHING – BUSINESS SOURCE COMPLETE.
- **Grabovica, Elvedin and Pilav-Velić, Amila:** “*What Kind of Interaction Customers Expect: A survey conducted in B&H*”, Conference proceedings, VI International conference ICES 2012, October 2012, Sarajevo, Paper is indexed in the following bibliographic base: EBSCO PUBLISHING – BUSINESS SOURCE COMPLETE.
- **Milanović-Glavan, Ljubica, and Pilav-Velić, Amila:**“*Peformance Measurement in Process Oriented Companies*“, Conference proceedings pp. 633-637, III International Conference „Vallis Aurea“, 2012. October, 2012.g.; Požega-Vienna, Croatia-Austria, University of Pozega and Danube Adria Association for Automation & Manufacturing- DAAAM International Vienna.
- **Pilav-Velić, Amila and Talić, Armin:** „*Empirical investigation into e-learning additional benefits: student perspective*“, *TTEM Journal Vol.8., No.1., 2013.*, ISSN: 1840-1503, pp.204-212; Paper is indexed in Thomson, Web of Science, Web of Knowledge, Index Copernicus, Ebsco, etc.
- **Habul, Aida and Pilav-Velić, Amila and Kuldija, Nermin and Obralić, Merdžana (2013).** *EU Crisis: Economic Collapse*. International Conference on Economic and Social Studies, 10-11 May, 2013, Sarajevo, 1 (1). ISSN 2303-4564
- **Habul, Aida and Pilav-Velić, Amila and Kuldija, Nermin and Obralić, Merdžana (2013)** *Company's Web Presentation Supported by Web Content Management System*. International Conference on Economic and Social Studies, 10-11 May, 2013, Sarajevo, 1 (1). ISSN 2303-4564
- **Stupar, Savo, Grabovica, Elvedin and Pilav-Velić, Amila:** “*The evaluation of e-government software applications quality*”, The 7th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 3th – 7th June, 2013, Faculty of Mechanical Engineering University of Belgrade in association with The International Academy for Production Engineering (CIRP), Paris, France., Belgrade, Serbia, UDC: 658.89; 65.012.32; 005.6, ISBN: 978-86-7083-790-4; URL: <http://www.mas.bg.ac.rs/>, pp.177-182.
- **Stupar, S., Pilav-Velić, A., Šahić, E. (2013).** “*Expert System Approach to the Assessment of Spiritual Intelligence Impact for Decision-making Performance*”, Business Systems Research, Vol. 4, No. 2, December, 2013, pp. 68-78.
- **Stupar, S., Pilav-Velić, A., Šahić, E. (2013).** “*The effects of spiritual capital on decision-making process*” 5th International Scientific Conference entitled Knowledge and Business Challenges of Globalisation in 2013, 14 -15 November 2013, Faculty of Commercial and Business and Commercial Sciences in Celje.

- Habul, A., Pilav-Velić, A., Teftedarija, M., (2015). „*The Effects of Public Key Infrastructure (PKI) Implementation on Process Improvements in Public Authorities: An Empirical Study of PKI Implementation in Tax Administration of Federation of Bosnia and Herzegovina*“, 16th EBES Conference – Istanbul, Bahcesehir University, May 27-29, 2015, Istanbul, Turkey.
- Habul, A., Pilav-Velić, A., Fejzić, A., (2015). "*Whether the Employee Commitment to Implementation of CRM System Contributes to Customer Loyalty? - Empirical Analysis of the Successful CRM Implementation in the Auto Industry in Bosnia and Herzegovina*", 16th EBES Conference – Istanbul, Bahcesehir University, May 27-29, 2015, Istanbul, Turkey.

#### **Chapter**

- **Habul, Aida & Pilav-Velić Amila: „Business Intelligence and Customer Relationship Management“, chapter in book *Advances in Customer Relationship Management*, Book edited by: Dr Daniel Catalan-Matamoros, University of Almeria, Spain, April 2012, ISBN 978-953-51-0516-9, pp. 13-30.**

#### **Handbook**

- **Habul, Aida, Pilav-Velić Amila, and Kuldija, Nermin: “Informatika u Javnoj Upravi“, ISBN 978-9958-578-02-1, COBISS:BH-ID 20290822, Fakultet za Javnu Upravu, Sarajevo, 142 pages., 2013.**