

Curriculum Vitae

PERSONAL INFORMATION

Full name:	<i>Anes Hrnjic</i>
Date and place of birth:	<i>7th March 1990 in Sarajevo</i>
Telephone number:	<i>+ 387 33 253 773</i>
Email address:	<i>anes.hrnjic@efsa.unsa.ba</i>
Professional website:	<p><i>LinkedIn Account:</i> <i>https://www.linkedin.com/pub/anes-hrnjic/23/485/17a</i></p> <p><i>Google Scholar Account:</i> <i>https://scholar.google.com/citations?user=fwNMlyMAAAAJ&hl=en</i></p>
Fields of professional activity and interests:	<i>Management, Customer Relationship Management (CRM), Human Resource Management (HRM), Entrepreneurship and Economic Development, International Management, Higher Education and EU Integration</i>

EDUCATION BACKGROUND

Education institution	Dates attended	Qualification achieved
<i>Stillman College, Tuscaloosa, USA</i>	<i>2008-2011</i>	<i>Bachelor of Science degree in Management Nostrification: Sarajevo School of Economics and Business</i>
<i>University of Sarajevo, B&H</i>	<i>2011-2013</i>	<i>Master of Arts degree in Management</i>
<i>University of Sarajevo, B&H</i>	<i>2014-present</i>	<i>Currently attending doctoral program in the field of Business/Management</i>

CURRENT POSITION

Institution:	<i>School of Economics and Business at University of Sarajevo</i>
Position:	<i>Teaching & Research Assistant in Department of Management and Organization</i>
Duration:	<i>from December 2013 to current</i>
Teaching subjects:	<i>Management, Customer Relationship Management (CRM), Human Resource Management (HRM) & International Management</i>

OTHER SKILLS AND COMPETENCIES

Skill/Ability	Description
<i>Driver license</i>	<i>B category from 2008 (active driving experience)</i>
<i>EPA online project management software</i>	<i>User of European Project Association electronic project management platform (www.my-europa.eu)</i>

Working Knowledge of Foreign Languages (1 = weak, 5 = excellent)

Language	Reading	Speaking	Writing
<i>English</i>	<i>5</i>	<i>5</i>	<i>5</i>
<i>German</i>	<i>3</i>	<i>3</i>	<i>3</i>

EMPLOYMENT AND WORK EXPERIENCE RECORD

Institution or company name	Duration	Position
<i>BH Telecom d.d., Sarajevo (B&H)</i>	<i>October 2012 – December 2013</i>	<i>Customer Support Agent</i>
Job description & responsibilities Sector: Telecommunications	<ul style="list-style-type: none"> • <i>Answering incoming calls and providing relevant information</i> • <i>Making outbound calls to customers as part of after sales services</i> • <i>Investigating customer problems and providing speedy resolutions</i> • <i>Generating tickets in order to resolve customer issues</i> • <i>Replying to email queries & resolving customer complaints</i> • <i>Problem solving proposals & reports to higher organization levels</i> 	
<i>European Projects Association, Brussels (Belgium)</i>	<i>June 2012 – September 2012</i>	<i>Intern</i>
Job description & responsibilities Sector: Public sector	<ul style="list-style-type: none"> • <i>Communication with EU and Canton Sarajevo institutions</i> • <i>Maintaining bilingual Canton Sarajevo website</i> • <i>Marketing and promoting Canton Sarajevo via social networks</i> • <i>Creating Sarajevo brochure titled Step Closer to European Union</i> • <i>Managing activities schedule and events calendar</i> • <i>Organizing and managing institutional events</i> • <i>Monitoring European Union programs and projects calls</i> • <i>Analyzing possibilities for international cooperation between</i> 	
<i>Stillman College, Tuscaloosa (USA)</i>	<i>August 2009 – June 2010</i>	<i>Residential Director Assistant</i>
Job description & responsibilities Sector: Higher education	<ul style="list-style-type: none"> • <i>Planning and implementation of educational programs</i> • <i>Preparation of detailed weekly and monthly reports on activities</i> • <i>Registration and maintenance of administrative documents</i> • <i>Setting up appointments by phone and email</i> • <i>Managing student move-in and check-out throughout semester</i> • <i>Guidance with new student orientation</i> • <i>Supervision and monitoring of residents within the dormitory area</i> • <i>Inspection of residents living areas as well as their academic status</i> 	
<i>Education Center, Tuscaloosa (USA)</i>	<i>January 2009 – June 2009</i>	<i>Mathematics Tutor</i>
Job description & responsibilities Sector: Higher education	<ul style="list-style-type: none"> • <i>Tutoring students enrolled in Math classes</i> • <i>Creation of Math study handbook for freshman year</i> • <i>Implementation of appropriate curriculum plans</i> • <i>Administration support</i> • <i>Participation in educational events organization (seminars)</i> • <i>Counselling students on their educational development</i> 	

MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS

1. *Euroasia Business and Economics Society (Headquarters in Turkey), 2015*
2. *International Student Organization (USA), 2008-2011*
3. *SIFE - Students in Free Enterprise Organization (USA), 2010-2011*
4. *Stillman College Alumni Association (USA), 2011-2015*
5. *Member of National Tennis Association (B&H), 2002-2008*

REFERENCES – BIBLIOGRAPHY

I. Reviewed Journal Articles

1. **Hrnjić, Anes:** Važnost mjerenja studentskog zadovoljstva sa ciljem evaluacije performansi i redizajniranja strategije u skladu sa trendovima u sektoru visokog obrazovanja. Pregled: časopis za društvena pitanja. 2015, vol. 56, br. 1, str. 143-157, ISSN: 0032-7271. (autor)
 - *Indeksiran u: EBSCO Publishing, INDEX COPERNICUS i CEEOL.*
2. Pilav-Velić, Amila; **Hrnjić, Anes;** Milanović Glavan, Ljubica; Hanić, Azra: Added Values of Social CRM: The Examination of Customer Perspective. Economic review: Journal of Economics and Business. 2015, vol. 13, br. 1, str. 59-72, ISSN: 1512-8962. (koautor)
 - *Indeksiran u: EBSCO, Directory of Open Access Journals (DOAJ), Scirus, Index Copernicus i Cabell's Directories.*
3. Čizmić, Elvir; **Hrnjić, Anes;** Jahić, Hatiža: Uloga i značaj preduzetništva u procesu ekonomskog razvoja i jačanja suvereniteta Bosne i Hercegovine. Pregled: časopis za društvena pitanja. 2016, vol. 57, br. 1, str. 95-114, ISSN: 0032-7271. (koautor)
 - *Indeksiran u: EBSCO Publishing, INDEX COPERNICUS i CEEOL.*
4. **Hrnjić, Anes;** Šuta, Nedim; Pilav-Velić, Amila: Innovation in Senior Tourism: Creating Energy Efficient and Health Supported Tourist Offer. Review of Innovation and Competitiveness: A Journal of Economic and Social Research. 2016, vol. 2, br. 4, str. 5-17, ISSN: 1849-8795. (autor)
 - *Indeksiran u: Hrčak: Portal of Scientific Journals of Croatia i Google Scholar Citation.*
5. **Hrnjić, Anes:** The Transformation of Higher Education: Evaluation of CRM Concept Application and Its Impact on Student Satisfaction. Eurasian Business Review. 2016, vol. 6, br. 1, str. 53-77, ISSN: 1309-4297, DOI: 10.1007/s40821-015-0037-x (autor)
 - *Indeksiran u: SCOPUS, EconLit, Google Scholar, ProQuest, Business Source, EBSCO Discovery Service, Emerging Sources Citation Index, International Bibliography of the Social Sciences (IBSS), OCLC, Research Papers in Economics (RePEc), Summon by ProQuest i TOC Premier.*

II. Book Chapters

1. Šuta, Nedim; **Hrnjić, Anes;** Banda, Amra: Natural Resources Management in Tourism: Dimensions and Impact of Tourist Offer in the Southeastern Europe National Parks. U: Financial Environment and Business Development: Proceedings of the 16th Eurasia Business and Economics Society Conference (Edited by Mehmet Huseyin Bilgin, Hakan Danis, Ender Demir, Ugur Can). Springer International Publishing AG Switzerland; 2017, str. 537-562. ISBN: 978-3-319-39919-5, DOI: 10.1007/978-3-319-39919-5 (koautor)

III. Reviewed Conference Papers

1. Rahimić, Zijada; **Hrnjić, Anes:** Customer Relationship Management Strategy: BH Telecom Case Study. U: 7th International Conference of the School of Economics and Business: Conference Proceedings (Edited by Eldin Mehic). Oktobar 13-14, 2014; Sarajevo: School of Economics and Business, str. 378. ISBN: 978-9958-25-093-4. Abstract (koautor)
 - *Indeksiran u: EBSCO's database i ABI/INFORM Global*
2. **Hrnjić, Anes:** CRM in the Higher Education Sector: Critical Factors and Benefits of Measuring Student Satisfaction. U: 16th EBES Conference – Istanbul: Program and Abstract Book. Maj 27-29, 2015; Istanbul, Turska: Bahcesehir University, str. 126. ISBN: 978-605-84468-1-6. Abstract (autor)

3. Šuta, Nedim; **Hrnjić, Anes**; Banda, Amra: Natural Resources Management in Tourism: Dimensions and Impact of Tourist Offer in the Southeastern Europe National Parks. U: 16th EBES Conference – Istanbul: Program and Abstract Book. Maj 27-29, 2015; Istanbul, Turska: Bahcesehir University, str. 109. ISBN: 978-605-84468-1-6. Abstract (koautor)
4. **Hrnjić, Anes**; Đideliija, Irma: The Impact of Employee Satisfaction on Innovation Capacity in Telecommunications. U: Proceedings of the ENTRENOVA – ENTerprise REsearch InNOVation Conference (Edited by Maja Baćović, Marin Milković, Mirjana Pejić Bach, Sanja Peković). Septembar, 2015; Kotor, Crna Gora: University of Montenegro, Faculty of Tourism and Hotel Management, str. 64-71. ISSN: 1849-7969. (autor)
5. Pilav-Velić, Amila; Šuta, Nedim; **Hrnjić, Anes**: EcoSmart Energy and Health Care Promotion in Senior Touris. U: Proceedings of the ENTRENOVA – ENTerprise REsearch InNOVation Conference (Edited by Maja Baćović, Marin Milković, Mirjana Pejić Bach, Sanja Peković). Septembar, 2015; Kotor, Crna Gora: University of Montenegro, Faculty of Tourism and Hotel Management, str. 497-504. ISSN: 1849-7969. (koautor)
6. Jahić, Hatidža; Pilav-Velić, Amila; **Hrnjić, Anes**: The Role of Higher Education in Boosting Innovation: Skills Mismatch Issue in the Western Balkans. U: 8th International Conference "An Enterprise Odyssey: Saving the Sinking Ship Through Human Capital" - Proceedings (Edited by Lovorka Galetić, Ivana Načinović, Božidar Jaković). Juni 8-11, 2016; Zagreb: Faculty of Economics and Business, str. 431-440. ISBN: 978-953-346-027-7. (koautor)
 - *Indeksiran u: EconLit, ProQuest, EBSCO i RePEc*
7. Čizmić, Elvir; **Hrnjić, Anes**; Jahić, Hatidža: The Impact of Business Climate on Entrepreneurship Development in South-Eastern European Countries. U: 8th International Conference of the School of Economics and Business: Book of Abstracts and Conference Proceedings (Edited by Eldin Mehic). Oktobar 14, 2016; Sarajevo: School of Economics and Business, str. 117-118. ISSN: 2490-3620. Abstract (koautor)
 - *Indeksiran u: EBSCO's database i ABI/INFORM Global*
8. **Hrnjić, Anes**; Karalić, Maida; Pilav-Velić Amila: The Effects of Business Intelligence (BI) System Implementation on Decision Making Process in Firms. U: 8th International Conference of the School of Economics and Business: Book of Abstracts and Conference Proceedings (Edited by Eldin Mehic). Oktobar 14, 2016; Sarajevo: School of Economics and Business, str. 65-66. ISSN: 2490-3620. Abstract (autor)
 - *Indeksiran u: EBSCO's database i ABI/INFORM Global*

SPECIFIC PROFESSIONAL EXPERIENCE

1. *Lecturer on the project "Newseum – Historical Museum in B&H" realized in cooperation by School of Economics and Business at University of Sarajevo and non-governmental (student) organization AIESEC on the topic of creating museum revitalization business plan (2014)*
2. *Participant in the TRAIN Program (Training and Research for Academic Newcomers) organized in cooperation by University of Sarajevo and KBF foundation which covers three educational units: education process, scientific research and communication (lecturing) skills development (2014/2015)*
3. *Program 1 of Project Academy at Sarajevo Economic Region Development Agency (SERDA) which covers units: Understanding the European Union, Financial assistance programs and EU funds, Making proposals to the PCM and Filling out applications forms for EU funds. Work program provides intensive education through various learning methods (Whole Week program in September, 2015)*
4. *Program 2 of Project Academy at Sarajevo Economic Region Development Agency (SERDA) which covers following units: Planning and coordinating of the projects implementation, Contractual obligations of funds user, Implementation of the public procurement process and Management of financial reports. Work program provides intensive education through presentations, workshops, simulations, study-case basis and an interactive work (Whole Week program in November, 2015)*

5. Participant of National workshop under the project "Empowering universities in carrying out the responsibilities for quality assurance" at University of Sarajevo (June, 2015)
6. Presented scientific paper at Round table on the topic "The place and role of public universities in Bosnia and Herzegovina" held by Pregled: Journal for Social Issues, University of Sarajevo (2015)
7. Presentation of research work within a scientific discussion on the sovereignty of Bosnia and Herzegovina organized by the University of Sarajevo on the initiative of the Editorial Board of Pregled: Journal of Social Issues, February 2016
8. Student Research Academy: Introduction to research methods in the social sciences for young researchers of the Western Balkans organized in the framework of the RRPP, April 2016
9. Participant of focus group on the topic of psychological contract of academic staff organized at University of Sarajevo (Head of Research mr.sci. Mirna Marković), July 2016
10. Participant of Action conference on entrepreneurship for associations: Model for the (in)stability organized by the NGO Center for Promotion of Civil Society CPCD, May 2017
11. Head of the Center for Student Career Development, EFSA, April 2017

AWARDS, RECOGNITIONS AND SCHOLARSHIPS

1. Best student, Primary school 6th March, Hadzici (2004)
2. Valedictorian – Student with Highest GPA in the Class, Stillman College (2011)
3. Student of the Year Recognition, Stillman College (2009 & 2010)
4. Full Undergraduate Scholarship, Stillman College (2008-2011)
5. Dean's List Student, Stillman College (2009-2011)
6. Athlete of the Year, Department of Physical Education, Stillman College (2010)
7. International Student of the Year, Department of Social Sciences, Stillman College (2009)
8. Educational Program of the Year, Department of Residential Life, Stillman College (2010)

RECOMMENDATIONS

(available upon request)

- dr. Emmanuel Chijioke, Dean of Business Administration Division, Stillman College (USA)
 dr. Carol Williams, Professor in the field of Management, Stillman College (USA)
 dr. Charlotte Carter, Vice President, Stillman College (USA)
 dr. Amila Pilav-Velic, Assistant professor, Department of Management Information Technology, EFSA
 dr. Rosianna Gray, Assistant professor, University of Alabama (USA)