PERSONAL INFORMATION

KEMAL KACAPOR

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Sex Male | Date of birth 14/09/1971 | Nationality Bosnian, Serbian

WORK EXPERIENCE

June 2023 - present	**Head of Department for Management and Information Technology**
	School of Economics and Business (AACSB & EFMD Accredited), University of Sarajevo
May 2022 - present	**Associate Professor**
	School of Economics and Business (AACSB & EFMD Accredited), University of Sarajevo
	Associate Professor at the Department for Management Information Technology at the School of Economics and Business, Sarajevo University, teaching the following courses: • System analysis and design • Information Systems Security • Data Networking and Telecommunications • Fraud prevention, risk assessment, and investigation, data analysis, and protection • Business intelligence for managers
March, 2024	**Trainer for Heidelberg Materials Bosnia and Herzegovina**
	Business Academy of the Faculty of Economics University of Sarajevo, and the Chamber of Commerce of FBiH
	Focused on enhancing the skills and competencies of top managers and executives in addressing contemporary business challenges in the digital era, delivered a specialized one full-day workshop on "Digital Business Transformation" exploring crucial aspects like information technology impact, cybersecurity, big data analytics, and e-commerce trends.
March, 2024	**Short-Term Expert**
	Digital Innovation Hub: Its4Health" - DIH Its4Health, Bosnia and Herzegovina
	Assesment of E-Service Advancements in Healthcare: Directed the creation of an advanced digital maturity assessment framework as part of the "Digital Innovation Hub: Its4Health" initiative in Bosnia and Herzegovina. Focused on enhancing e-service capabilities within the healthcare sector through meticulous analysis of strategic planning, organizational readiness, and human-centric methodologies. Conducted in-depth research into data management practices and interoperability standards to ensure seamless integration across healthcare entities. Additionally, emphasized sustainability measures to facilitate continuous improvement in e-service delivery within the health sector.
September 2023 – present	**Short-Term Expert - "EU4Business: Fostering the common regional market through quality infrastructure and e-commerce" - project (GIZ)**
	Empiria Magna d.o.o. , Zagreb
	Empowering SMEs through Tailored E-Commerce Training: Played a pivotal role as a Short-Term Expert in the "EU4Business: Fostering the common regional market through quality infrastructure and e-commerce" project (GIZ). Collaborated within a dynamic team to design and implement a targeted e-commerce training initiative tailored for SMEs across Albania, Montenegro, and/or Moldova. Delivered actionable insights and hands-on guidance to enhance e-commerce capabilities, fostering sustainable growth and market resilience among SMEs.
September 2022 - present	**Short-Term Expert - EU4DigitalSME project (GIZ)**
	Luvent Consulting GmbH, Raabestr. 8, 10405 Berlin, Germany, www.luvent-consulting.com
	EU4DigitalSME is a collaborative effort between the European Union and the Federal Ministry of Economic Cooperation and Development (BMZ) to support the "Strengthening Innovation and Digitalisation in SMEs in BiH" project. GIZ activities were utilized to accomplish this goal with support from the European Bank of

	Reconstruction and Development (EBRD), which provided intermediate financing and direct advisory services to SMEs. During this project, I worked with GIZ to provide SMEs with essential services, including research study, training needs assessment, curriculum development, and implementing training and webinars for SMEs.
January 2024	**Visiting Professor**
	University of Džemal Bijedić, Mostar, Bosnia and Herzegovina
	I have had the privilege of serving as a Visiting Professor in the Master's Program, teaching the subject of Digital Business. This enriching experience allowed me to contribute to the academic realm by sharing insights, fostering discussions, and guiding students in understanding the complexities of the digital landscape and its impact on the economy.
November 2023	**Visiting Professor**
	University of Economics and Business, Vienna, Austria
	While a Visiting Professor at the Vienna University of Economics and Business, I introduced and taught the "Big Data for Business" course in the Winter semester of 2023. This course aimed to prepare future leaders to manage BIG Data in a disruptive and technologically advanced business environment.
August 2023 – September 2023	**Short-Term Expert for the Strategic Policy Development for Digital Transformation**
	USAID/BiH Project MEASURE II - School of Economics and Business (AACSB & EFMD Accredited), University of Sarajevo, Bosnia and Herzegovina
	Led a pivotal role as a short-term expert for the USAID/BiH Project MEASURE II Project. Crafted a comprehensive policy paper titled "Policy Paper on SME Support Policy Impact on e-Commerce and Digital Skills Development through Investments and Building Competitiveness." Spearheaded the analysis of existing policies, offering strategic insights into optimizing e-commerce infrastructure and fostering digital skills development essential for enhancing SME competitiveness.
May 2023 – September 2023	**Short Term expert – UNICEF GIGA project for BIH**
	Economic Institute, Sarajevo
	As a short-term IT expert, my responsibilities included gathering and analyzing technical data related to the connectivity of schools in BIH. I collaborated with telecommunications operators and service providers to obtain precise information on the telecommunication infrastructure endpoints leading to disconnected schools in BIH. This information was crucial for developing a cost-effective solution to improve internet access in these schools.
April 2023	**Visiting Professor**
	Kaunas University of Technology, Kaunas, Lithuania
	In April 2023, I was a Visiting Lecturer at the Kaunas University of Technology during their renowned Global Faculty Week. My sessions were devoted to the critical subjects of 'Business Process Modeling using the BPMN Standard.' As part of the practical component of these courses, I utilized Bizagi Modeler, an advanced BPMN tool. I aimed to imbue students with crucial skills and knowledge and nurture their flexibility and adaptability in an ever-evolving technological landscape.
December 2022 - March 2023	**Trainer / Online Course Author** **Online Educational Platform in the Field of Entrepreneurship**
	Economic Institute, Sarajevo / Gender Equality Agency BIH
	As a critical contributor to this project, I designed presentations on Digital Transformation and IT Technologies, prepared online reading materials for seminar participants, and crafted examination questions. This engagement was part of a broader commitment to fostering entrepreneurship and gender equality in Bosnia and Herzegovina, commissioned by the Ministry for Human Rights and Refugees of Bosnia and Herzegovina and the Gender Equality Agency.
November – December 2022	**Visiting Professor**
	University of Economics and Business, Vienna, Austria
	While a Visiting Professor at the Vienna University of Economics and Business, I introduced and taught the "Managing Innovation and Disruptive Technologies" course in the Winter semester of 2022. This course aimed to prepare future leaders to manage innovation in a disruptive and technologically advanced business environment.
February 2020 - present	**IMPACT team leader for Technology Enhanced Learning (IMProvement of ACTivities)**
	School of Economics and Business (AACSB & EFMD Accredited), University of Sarajevo
	The team is tasked with different activities to improve management and teaching processes at the School of Economics and Business to meet AACSB accreditation standards better. Under my responsibility is the TEL segment (Technology Enhanced Learning) with the following activities: • Analysis of the requirements for the accreditation • Situation analysis of the existing state of the functional area

	• Gap analysis to identify what needs to be done to fulfill the requirements (decisions, documents, policies, strategies, process implementation) Create a method for the TEL segment (Technology-enhanced learning) with clearly defined objectives (short, medium, and long-term).
December 2014 - present	**VET Examiner/evaluator for the field of Information technology**
	The Association of Accountants, Auditors, and Financial Professionals of the Federation of Bosnia and Herzegovina (SRRiF-FBiH)
	The Association of Accountants, Auditors, and Financial Workers of the Federation of Bosnia and Herzegovina is a non-governmental, non-profit professional association of certified accounting technicians, certified accountants, licensed auditors, and other book-keeping, accounting, audit and financial workers, and related professions in the Federation of Bosnia and Herzegovina involved in VET continuous education and training and promotion of the work.
September 2008 - present	**Manager of Manager of E-Learning Services**
	School of Economics and Business (AACSB & EFMD Accredited), University of Sarajevo
	Responsible for strategizing, planning, and overseeing the delivery of e-learning services. Manage human resources, financial assets, technology, and client relations for a blended learning university program. Coordinate with a team of 100 teachers and trainers, offering 80 courses to a diverse student body of 1300 learners.
September 2017 – May 2022	**Assistant Professor**
	School of Economics and Business (AACSB & EFMD Accredited), University of Sarajevo
	Assistant Professor at the Department for Management Information Technology at the School of Economics and Business, Sarajevo University, teaching the following courses: • System analysis and design • Information Systems Security • Data Networking and Telecommunications • Enterprise Architecture • Business intelligence for managers
November 2009 - present	**Internal auditor for ISO9001**
	School of Economics and Business (AACSB & EFMD Accredited), University of Sarajevo
	Member of quality assurance and accreditation processes team School of Economics and Business, University of Sarajevo, has been certified ISO 9001:2008 (2009, 2012,2015). Accredited by Austrian Quality Agency (AQA) in 2011; EFMD/EPAS in 2012; in 2015; AACSB accreditation in 2015. HEA – National Agency for HE Development and Quality Assurance in B&H 2014.
From 2000 – present	**VET Trainer**
	Business Academy of the School of Economics and Business (AACSB & EFMD Accredited), University of Sarajevo, Bosnia and Herzegovina
	• Member of the roster of educators for adult ongoing education projects and continuous education programs (Healthcare management program, certified accountants, and internal auditor courses. Topics covered IT, IT management.)
November 2020 – April 2021	**Project manager**
	Chamber of Commerce of FBIH
	Project name: Program of support to female entrepreneurs affected by Coronavirus crisis - Online business implementation support. Key Responsibilities: • Designed and developed websites for five companies utilizing Content Management Systems (CMS) to facilitate easy management. • Provided maintenance and support services for six months to ensure the smooth functioning of the developed websites. • Implemented online shops for three companies and provided support for four months to optimize their e-commerce capabilities. • Executed promotional campaigns on social networks (Facebook, Instagram, LinkedIn) for four companies, providing support for four months to enhance their online visibility and customer engagement.
July 2020	**Short-term expert: Financial Model Revision of "Ivan Sedlo" Wind Park Project**
	Economic Institute Sarajevo / Suzlon Wind Energy BH, d.o.o. Sarajevo
	As a consultant for Suzlon Wind Energy, a company specializing in the production, transmission, distribution, and trading of electrical energy, I critically revised the financial model of the "Ivan Sedlo" Wind Park project. The objective was to enhance the company's appeal to investors by providing a more detailed and financially viable model. This initiative was essential in improving the organization's business operations and increasing its investment potential in the renewable energy sector.

January 2020 – April 2020	**Senior Non-key E-learning Expert**
	AVENSA CONSULTING SRL, Lasi, Romania
	Project name: Improved support for entrepreneurial development in rural areas of Azerbaijan. Senior E-learning Expert is primarily tasked with the following responsibilities: • Identified and documented best practices in e-learning within the EU context, disseminating knowledge among project stakeholders to facilitate the adoption of effective e-learning strategies. • Promoted the significance of e-skills and e-competences, particularly to target groups unfamiliar with these concepts, enabling staff of SME support organizations to deliver tailored training to their clients through the development of SME e-learning VET strategies.
During 2019	**Project manager and instructional designer**
	Chamber of Commerce and Industry of Serbia (realized by a consortium of companies Saga.rs and Idego.rs)
	Project name: Implementing an E-learning system for continuous and professional adult education and training. Tasks: • Strategic consulting, planning, and LMS implementation • Implement the first e-learning training for the Chamber of Commerce and Industry of Serbia (GDPR for the insurance industry in Serbia). • https://onlineobuke.pks.rs/
December 2017 – May 2018	**International Information Technology Expert**
	UNDP Montenegro / Ministry of Health Montenegro, Montenegro
	Strengthening the Health System in Montenegro for further improvement of the health information system for better delivery of (e-health services) digitalised health services. International Information Technology Expert is primarily tasked with: • Conducting a comprehensive assessment of the current health information systems across primary, secondary, and tertiary healthcare facilities in Montenegro. • Developing e-architecture solutions tailored to the specific needs of Montenegro's National Integrated Health Information System. • Designing a conceptual framework for the seamless integration of existing health information systems into the National Integrated Health Information System, ensuring efficient data exchange and supporting streamlined business processes. • Proposing solutions for the establishment of a centralized patient registry, aligned with the proposed e-architecture design. • Recommending a model for an interoperability framework and facilitating inter-institutional data exchange to optimize service delivery and research capabilities within the health sector.
June 2017 - October 2017	**Research expert**
	BIT Alliance BIH, Armin Talić, Alije Isakovića 1, 2nd floor, 71000 Sarajevo, BiH
	Driving Strategic Insights for Workforce Development: Served as a Research Expert for BIT Alliance BIH, driving forward-thinking strategies to reform and optimize the education system to meet the evolving demands of the IT industry. Created a comprehensive research methodology, meticulously analyzing critical parameters within the software industry landscape. Presented actionable findings and strategic recommendations, guiding transformative initiatives to nurture a skilled IT workforce essential for driving innovation and economic growth.
April 2015 – August 2015	**E-Learning Expert**
	GIZ (Deutsche Gesellschaft fürInternationale Zusammenarbeit (GIZ) GmbH), Sarajevo Office, Program for Strengthening of Public Institutions in BIH
	Training as E-Service - Capacity Development for Public Administration Reform: Provided mentorship to the HRM team and supervisory board of the Public Administration Reform Coordinator Office (PARCO) in formulating project guidelines and terms of reference (TOR) for the introduction of online courses. Conducted a comprehensive analysis of e-learning needs across various government levels, including the national, regional, and local administrations. Facilitated stakeholder consensus-building by compiling a curated list of training programs tailored to meet the diverse requirements of public servants. Developed detailed TOR and specifications for the identified courses, ensuring alignment with the e-service objectives and capacity development goals of the public sector entities involved.
June 2013 – August 2013	**eLMIS (electronic Learning Management Information System) Specialist**
	GIZ (Deutsche Gesellschaft fürInternationale Zusammenarbeit (GIZ) GmbH), Sarajevo Office, Program for Strengthening of Public Institutions in BIH

	• eLMIS Implementation Specialist • GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH), Sarajevo Office, Program for Strengthening of Public Institutions in BIH • Assignment: Request for Proposal (RFP) Development for eLMIS Training Information System. • Conducted analysis of existing practices, legal requirements, and IT infrastructure. Evaluated various technical solutions, considering cost/benefit factors, and integrated eLMIS into training management practices across governmental entities in Brcko District, Federation of Bosnia and Herzegovina, and Republic of Srpska. • Developed and finalized RFP document to facilitate procurement and implementation processes..
May 2011 – June 2015	**Leading IT consultant**
	Ministry of Health FBIH and World Bank
	Assignment Title: Implementation Project for the Primary Healthcare Information System for the Federation of Bosnia and Herzegovina Government. Engaged in a multi-year initiative focused on advancing e-health services and capacity building within the Federation of Bosnia and Herzegovina Government's primary healthcare sector. This extensive project involved the deployment of a comprehensive Public Health Information System across 10 Cantons and 440 primary healthcare centers. Key Contributions: • Assumed a pivotal role in providing strategic guidance and technical expertise to enhance primary healthcare information management systems within the FBIH. This included advising on system design and facilitating organizational restructuring processes tailored to stakeholder requirements, supported by in-depth contextual analysis. • Conducted needs assessments across federal institutions and key cantons, with a focus on major population centers such as Sarajevo, Tuzla, and Mostar. • Oversaw the development of conceptual and architectural frameworks for primary healthcare information system standards, ensuring alignment with FBIH requirements. Supervised the planning of system components and contributed to organizational engineering specifications for effective implementation, including on-field procedures. • Facilitated consensus-building among Federal health institutions, cantonal ministries, and health insurance funds, leading to the agreement on an information management improvement plan. • Prepared a comprehensive master plan outlining the development roadmap for the primary healthcare information system in the FBIH, laying the foundation for sustained progress in e-services capabilities.
June 2011 – September 2014	**Member of Supervisory Board**
	BH Telecom dd
	Assignment name: Member of the Supervisory Board Was responsible for strategic planning supervising: • Appointing and dismissing members of the Management Board following the procedures laid down in the Rules of Procedure and the Rules and applicable regulations • Supervising the work of the Management Board • Submitting annual reports on the operations of the joint-stock company, which must include audit reports • advising on business plan development for the following fiscal year; • approving the purchase, sale, exchange, taking on leasing, and other transactions of property directly or through subsidiary companies during the financial year to the extent of 15% to 33% of the book value of total assets of stock • We are approving the issuance of new shares on the stock exchange of the existing class in the amount of up to one-third of the sum of the nominal value of existing shares and determining the amount, time of sale, and price of these shares, which may not be less than the average market value of the existing shares of the same class in 30 consecutive days before the date of the decision.
May 2013 –July 2013	**Distance Learning Expert / Architect for Collaboration and Communication systems**
	Ministry of Finance and Taxation department, Croatia, CROZ doo, Zagreb
	Assignment name: Development and creation of the educational web portal for the Ministry of Finance of the Republic of Croatia, Tax Department, Tax Administration Reform Project I worked as a system analyst and implementation consultant to develop and create an educational web portal for the Ministry of Finance of the Republic of Croatia, the Tax Department, and the Tax Administration Reform Project. As a consultant, he held the following responsibilities: • Defining the architecture of the Moodle Learning Management System (LMS) for the Tax Department of the Republic of Croatia, including: • Initial system interface (without graphical design)

	• Defining standard and additional learning modules • Creating draft documents about system design • Defining content creation platform and tools • Presenting LMS Moodle architecture to end-users of the Tax Department of the Republic of Croatia
August 2012	**IT Consultant**
	UNION Bank dd, Sarajevo
	Assignment name: Implementation of a New Core Banking Information System Worked as the system analyst and implementation consultant on the new information system as follows: • Situation analysis for present information systems • Preparing an information system and IT infrastructure plan and vision for the following 3-5 years • Identifying priorities and subprojects • Preparing the RFP for the core banking information system • Defining the budget
June 2011 - 2012	**IT Consultant**
	Ministry of Interior of the FBIH
	Assignment name: Implementation of a Central Registry of Citizens Information System of FBIH TOR specification for implementing Information systems in 79 municipalities, 10 Cantonal locations, and Central Registry of Citizens, more than 384 registrar offices of the Federation of Bosnia and Herzegovina.
2011	**Leading expert, system architect**
	Sparkasse Bank BiH
	Implementation of Corporate E-learning Academy of Sparkasse Bank BiH Analyzing organizational and technical capacity, designing implementation process, planning of e-learning system and integration with current technology components, design, and implementation of the training program for technical staff and trainers.
2011	**Leading expert, project manager, system implementation, instructional designer**
	TACSO office Sarajevo (EU Commission-funded project)
	Implementation of TACSO, e-learning training portal, and course development, eight countries designed and implemented e-learning system, organized and implemented the training program, and training for teaching staff. User and trainer support
2011	**Project leader / Leading analyst.**
	Altermedia d.o.o., Sarajevo, BiH
	This project involved the planning, management, and consolidation of IT services. It required extensive systems, business process analysis, and stakeholder interviews with key users. Key Responsibilities: • I developed an Information Systems (IS) strategy aligned with the organization's business objectives, ensuring seamless operation and planning. • Consolidated various IT services to streamline processes, enhance efficiencies, and reduce redundancy, ensuring more effective use of resources. • I have thoroughly analyzed the organization's system and business processes, identifying improvement opportunities and efficiencies. • Undertook extensive interviews with key users to gain insights into user experience, functionality needs, and areas of possible system enhancement. • I utilized findings from systems analysis and user interviews to inform the IS strategy development and IT services consolidation.
September 2010 - 2011	**Senior Teaching Assistant**
	Faculty of Electrical Engineering, University of Sarajevo
	Senior teaching assistant at the Faculty of Electrical Engineering of Sarajevo University for the following courses: • Decision Support Systems
September 2009 - 2010	**Senior Teaching Assistant**
	School of Economics and Business, University of Sarajevo
	Senior teaching assistant at the Sarajevo Business School / Griffith College Dublin for the following courses: • Business Information Systems • E-business Development
May 2009	**Team Member**
	Ministry of Education and Science, Sarajevo Canton, BIH,
	Member of the team in charge of creating the strategy document for the IT Development of elementary and

	secondary schools. I was hired by the Ministry of Education and Science, Sarajevo Canton, BIH, as a team member who represented the University of Sarajevo and participated in the development of the document: • "Strategy of the computerization of elementary and secondary schools."
July 2005 - 2009	**Project Manager and Analyst**
	Management and Information Technology Center of the School of Economics and Business, University of Sarajevo
	Assignment name: Implementation of Information System of the Clinical Center of Sarajevo University (KCUS) Project Manager for the Computerization of KCUS Sarajevo. Management of the Information System implementation in the Clinical Center of Sarajevo University with 42 organizational units (clinics), 3.200 employees, and circa 50,000 patients annually. • System analysis and design • Project management, • Consensus building, • RFP development
December 2008	**Team Member**
	Faculty of Traffic and Communication, University of Sarajevo
	The team member created a strategic document, "Business Intelligence Implementation Strategy Support in BH Telecom." Worked as the co-author of the business intelligence sector study as a support to the preparation of the implementation of the Business intelligence in BH Telecom, producing a document "Business Intelligence Implementation Strategy Support in BH Telecom," together with all members of the project – consultants hired by Faculty of Traffic and Communication, University of Sarajevo.
April 2006 - 2008	**Authorized Moodle Partner for SEE region**
	Moodle.com / Idego.ba
	Providing consulting, training, and support for the Open Source Learning Management System, Moodle for Bosnian Authorized Moodle Partner / idego.ba.
January 2000 – 2008	**IT Manager**
	School of Economics and Business, University of Sarajevo
	As the IT Manager at the School of Economics and Business, I successfully managed and improved various aspects of the school's computer and information systems and internet services. My role encompassed planning, analysis, design, and maintenance of these systems to ensure the smooth operation of IT services for our community of 250 staff members and 7,000 students. Moreover, I adeptly handled organizational changes and transitions, demonstrating strong leadership skills and strategic planning abilities to ensure the continuity of IT services during periods of change.
December 2001 – 2008	**Teaching Assistant**
	School of Economics and Business, University of Sarajevo
	Teaching Assistant at the Department of Management and Information Technologies, School of Economics and Business for the following courses: • Informatics, • Management Information Systems
2007	**Leading expert, project manager, system implementation, instructional designer**
	Handicap International Belgrade Belgrade, Serbia
	Impleme Handicap International, e-learning training portal and course development, six countries design and implement e-learning system, design and implement the program for the training and teaching staff—user and trainer support.
2007	**Distance Learning Expert, trainer**
	Interlingua International House Foreign Language School Sarajevo, Bosnia, and Herzegovina
	E-learning portal of Interlingua International House Foreign Language School System implementation
September 2003 - 2006	**Courseware Manager**
	School of Economics and Business, University of Sarajevo
	Courseware manager of the School of Economy and Business. They successfully promoted and implemented distance learning among teachers, assistants, and students. Designed and organized the training program to use the Courseware software for the teaching staff of the SEBS, providing continued daily support to all teachers and students who actively used this site.
December 2005	**IT consultant**
	ETI d.o.o, Sarajevo
	Analyze, plan, and set up computer workstations, computer networks, consolidation of databases, the configuration of Microsoft active directory, and Microsoft Exchange server.

July 2005	**Distance Learning Expert**
	UNDP BIH
	Assignment name: Implementation of websites and educational web portals for Judicial and Prosecutorial Training Centers I worked as the system analyst and implementation consultant to develop and create websites and educational web portals for the Judicial and Prosecutorial Training Centers of the Republic of Srpska and the Federation of Bosnia and Herzegovina.
September 2004 - 2005	**Strategic Advisory Committee Member**
	Cantonal Health Insurance Fund (KZZO) Sarajevo
	Member of the Strategic Committee for Information System Development of the Ministry of Health of Sarajevo Canton, the task of which is to continuously analyze the needs and perform strategic planning, analysis, and guidance for all the current and future projects related to the Computerization of the Health Services of the Sarajevo Canton. As a Committee Member, I participated in running the programs titled: "Strategy of Computerization of the Health Services in the Sarajevo Canton," "Program of Software Design for Primary Health Care in Family Medicine," and the "Program of Software Design for Secondary Health Care," realized in the State Hospital in Sarajevo.
September 2001 – November 2004	**Technical Specialist**
	School of Economics and Business
	Technical Specialist for the Loyola Interactive Distance Learning Program and Academic Coordinator of the Loyola University Chicago Interactive Distance Learning Program. SEBS became the first faculty in Bosnia and Herzegovina to offer certified professional training programs via the Internet. I was the technical coordinator to manage all technical requirements to enable students from Sarajevo to learn via the Internet at Loyola University. In the second part, I worked as an Academic Coordinator, helping students select and choose online courses and providing academic consulting services to assist them in obtaining degrees and certificates.
June 2003 - March 2004	**Technical Consultant / Team member**
	School of Economics and Business
	The team member who represented the University in Sarajevo worked with the COMP2000 Company to develop and accept the "Strategy of IS Development for the Sarajevo University" and the "Plan of the IS System Development in the Sarajevo University" documents.
October 2002 - February 2003	**Technical Coordinator**
	University of Alberta International
	Worked as the Technical Coordinator in establishing the E-Net Distance Learning Center and performed the technical design of the audio/video system, computer network, and conceptual model of the educational elements of the Center conference room and implemented Moodle LMS. Established the technical procedures for equipment handling and provided the qualitative acceptance of the finished job and the connection to the Global Network.
July 2003 – November 2003	**Short-term expert for Poverty Reduction Strategy Project (Part II)**
	Independent Burro for Humanitarian Issues (IBHI)
	Assignment name: Development of Poverty Reduction Strategy for Bosnia and Herzegovina PRSP Consultant for the ICT Sector for Development Poverty Reduction Strategy of BiH, as the Local consultant, provided professional assistance to the governmental working groups in the preparation of a section of the Development Strategy of Bosnia and Herzegovina for the ICT Sector, coordinated activities among scientists, government teams at the state and entity levels, as well as for all working groups of the private, civil sector and the representatives of the international community. I wrote the final edited material of the ICT Sector for the Development Strategy for Bosnia and Herzegovina. I participated in public discussions and media presentations for this strategy section.
January 2003 - April 2003	**Short-term expert for Poverty Reduction Strategy Project**
	Ministry of Foreign Trade and Economic Affairs of BIH
	I work as co-author of the education sector study within the ICT Forum of the UNDP, which provides guidelines for improving the education process, management, and correlation with society, using information and communication technologies in the general segment of academic education and libraries.
July and August 2002	**ICT4 Education Expert (Part I)**
	UNDP BIH
	Strategy Section
2001	**Sarajevo Film Festival**
	Project manager/ Leading analyst

	▪ Design the application and the central database for managing the Sarajevo Film Festival organization, including guests, projections, and financial details.
September 2000 – November 2006	**Team member**
	School of Economics and Business
	▪ Project for Informatization of the School of Economics and Business, University of Sarajevo (2000-2006)

EDUCATION AND TRAINING

2012- 2017 — **Ph.D. in Economy**

School of Economics and Business, Sarajevo University, BIH (graduated in April 2017)

▪ Ph.D. Thesis: "Usability of data mining methods for click stream analysis to improve the process of online education."

2002- 2008 — **Master of Science in Economics, Management Information Systems**

School of Economics and Business, Sarajevo University, BIH

▪ Master's Thesis: "Business Intelligence in the Telecommunication Industry of Bosnia and Herzegovina."

I started in 1989, paused 1992-1997 to serve in the military, then lived as a refugee in Turkey, graduated in 2001 — **Bachelor of Science in Electrical Engineering – Dept. Informatics and Computer Science**

Faculty of Electrical Engineering, Department of Computer Science and Informatics, Sarajevo University, BIH

▪ Diploma Thesis/ Final Paper: "Courseware – Systems for Online Education."

PERSONAL SKILLS

Mother tongue(s)   Bosnian, Croatian, Serbian

Another language (s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Bosnian, Croatian, Serbian	C1	C1	C1	C1	C1
Turkish	B1	B1	B1	B2	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
Common European Framework of Reference for Languages

Some of the Key and International projects (financed by UNDP, GIZ, EU, WB, UNICEF:

▪ Implementation of an E-learning training system for the National Employment Service of the Republic of Serbia, streamlining the training process and enhancing service delivery.

▪ Implementing an E-learning training system for the Chamber of Commerce of the Republic of Serbia contributes to a robust digital transformation in commerce education.

▪ Providing improved support for entrepreneurial development in rural areas of Azerbaijan, fostering economic growth and sustainability in underserved regions.

▪ Development and creation of the e-training educational web portal for the Ministry of Finance of the Republic of Croatia, Tax Department, enabling effective communication and streamlined operations.

▪ Managed the e-health - Primary Healthcare Information System implementation project for the Government of the Federation of Bosnia and Herzegovina, revolutionizing healthcare information management across regions.

▪ RFP Development for Training Information System (e-LMIS), enhancing the procurement process and systems functionality for RS, FBIH, and Brčko District.

▪ Development of a project fiche and detailed terms of reference for the implementation of online courses, reinforcing the standard and quality of digital learning for the Agency for Public Services.

▪ Strengthening e-Health Systems in Montenegro to improve health information systems for better delivery of services.

▪ Implementing websites and educational web portals for Judicial and Prosecutorial Training Centers of FBIH and RS facilitates easy access to judicial resources and learning materials.

▪ Conducted an Education sector study within the ICT Forum of the UNDP, providing guidelines for improving the education process, management, and correlation with society using information and communication technologies.

▪ Technical Coordinator in establishing the E-Net Distance Learning Center, enhancing adult career development through robust technical design and educational elements, and implementing Moodle

LMS.

- Led the TACSO e-learning training portal and course development project, enhancing teaching capacities across eight countries.
- Essential contribution to the "Strengthening Innovation and Digitalisation in SMEs in BiH" project, enhancing the digital capabilities of SMEs.
- Integral role in the UNICEF GIGA project for BIH, focusing on data gathering and analysis related to school connectivity and promoting digital equity in education.

ADDITIONAL INFORMATION

Digital skills	SELF-ASSESSMENT				
	Information processing	Communication	Content creation	Safety	Problem-solving
	Proficient user	Proficient user	Proficient user	Proficient user	Proficient user
	Levels: Basic user - Independent user - Proficient user Digital competencies - Self-assessment grid				
	▪ The expert is entirely computer literate and has a strong IT attitude. A capable user of the usual range of office suites and extensive experience in Operating systems: MS Windows, Linux, MAC OSX, Databases: MS SQL and MySQL, MariaDB. Software tools: Standard software tools (editors, text processors, MS Office, MS Project, graphic tools, Internet and Web design tools). ▪ Good command of photo editing software gained as an amateur photographer.				
Key qualifications:	▪ A seasoned strategist in education and training, bringing more than two decades of teaching expertise across various programs and courses. Proficient in implementing interactive distance learning techniques and tools, designing curriculums, and developing Training Needs Assessment and Analysis strategies. Known for exceptional communication, negotiation skills, and adaptability in both academic and business environments. ▪ An established education developer and manager, serving as a MOODLE-authorized partner with idego.ba and idego.rs. ▪ Possessing a deep understanding of systems analysis and design, I offer 16 years of experience in system analysis using diverse methodologies and tools for business process analysis and design. My areas of expertise encompass business process design, hardware and software architecture design, data security and protection, and project planning and execution. ▪ Over 13 years of experience in strategically integrating technology into business processes and facilitating organizational digital transformation. Proficient in strategy development, management and planning, and implementing methodologies and techniques for a wide user base. ▪ Demonstrated experience in information systems implementation and change management, with over a decade of proficiency in user education, communication, negotiation, consensus-making facilitation, and project management. Renowned for excellent analytical, interpersonal, and consensus-building skills. ▪ A seasoned project manager with a decade of experience. Proficient in traditional project management methodologies and techniques, including project planning, team building, leadership, scheduling, resource management, and budget development across various organizational settings. ▪ Fluency in English and Turkish, both written and spoken, complemented by strong report writing and presentation skills.				
Membership:	▪ The Society for Learning Analytics Research (SoLAR), Member Starting January 2016 ▪ Moodle Users Association, Member, Starting January 2016 ▪ International Institute of Business Analysis, starting February 2020 ▪ Association for Digital Transformation in BIH, founder and board member, starting 2019				
Specific experience in the region:	▪ Bosnia and Herzegovina, Croatia, Montenegro, Serbia, Azerbaijan, Albania, Moldova, Austria				
PUBLICATIONS:	Original works, books, and papers: • K. Kacapor, B. Halilovic, T. Veselinović, (2022): Analysis of technology acceptance by students with emphasis on exams in the online environment, 16th annual International Technology, Education and Development Conference, 7-8 March 2022., ISBN: 978-84-09-37758-9 • T. Veselinović, K. Kacapor, LJ. Veselinovic, (2022): Synchronous virtual classrooms usage scenarios in higher education, 16th annual International Technology, Education and Development Conference, 7-8 March 2022., ISBN: 978-84-09-37758-9 • K. Kačapor, T. Voropayeva, T. Shevchenko, K. Blishchuk, A. Zavhorodnii, N. Galoyan, (2021): Entrepreneurship Model for Development of International Trade in the Conditions of Economy of Knowledge, Academy of Entrepreneurship Journal (Print ISSN: 1087-9595; Online ISSN: 1528-2686), Volume: 27, April 2021				

- K. Kacapor, T. Veselinovic, (2020) Designing an adaptable high-availability e-learning framework using free and open source technology, 15th annual International Technology, Education and Development Conference (INTED2021), 8th-9th of March 2021, ISBN: 978-84-09-27666-0
- K. Kacapor, J. Selimovic, E. Mehic, T. Veselinovic, (2020), Is the emergency remote teaching equal to online learning: a student survey on the quality of educational process during a lockdown, 15th annual International Technology, Education and Development Conference (INTED2021), 8th-9th of March 2021, ISBN: 978-84-09-27666-0
- K. Kačapor, Z. Lagumdzija, (2020): Educational Data Mining: Using Clustering For Predicting Student Performance, MIPRO 2020: 43rd International Convention on Information, Communication, and Electronic Technology
- K. Kačapor, L. Turulja, E. Kacapor, (2020): I Should Stop, But I Cannot: Overcoming cognitive Dissonance In Management Of It Projects, INTERDISCIPLINARY MANAGEMENT RESEARCH CONFERENCE XVI Proceedings
- L. Turulja, A. Kapo, K. Kacapor, N. Bajgoric, (2020): Teachers' digital competence enhancing high school students' success: the mediating role of pedagogical innovation and entrepreneurship in teaching, International Technology, Education and Development Conference (INTED)
- Kačapor K., Rizvić A . Hadžic E., (2018): Acceptance of cloud computing in education, ICES 2018 International Conference of the School of Economics and Business
- Kačapor, K., Kapo, A., Mujkić, A. (2016). Is the Continuance a New Buzz Word? Bibliometric and Co-citation Analysis of E-learning Continuance, Journal TEM JOURNAL - Technology, Education, Management, Informatics, Volume 5, Issue 3, September 2016, Pages 332-338, ISSN: 2217-2309, DOI: 10.18421/TEM53-13
- K. Kačapor, J. Klindžić, N. Soldatić, D. Ristić, L. Marković (2015) Teacher types in the online learning environment, 8th International Conference of Education, Research and Innovation ICERI2015 Proceedings, pp. 1975-1979. ISBN: 978-84-608-2657-6
- Kacapor K, Rizvic A (2015): New educational paradigm: students' attitudes toward online education, International Technology, Education and Development Conference (INTED), ISBN: 978-84-614-7423-3
- Kačapor K., Rizvić A (2014): Learning using smartphones – future or reality? ICES 2014 - 7th International Conference of the School of Economics and Business (abstract presentation)
- Kačapor, K. Milanov, D., Ivković, M., (2013). Computerized Adaptive Testing in Corporate E-learning. Research in Electronic Commerce Frontiers, 1(1). Retrieved from www.seipub.org/recf
- K. Kačapor, B. Sabljaković, A. Rizvić (2008), Kako do repozitorija doktorskih i magistarskih radova na Univerzitetu u Sarajevu (eng: Setting up a repository of Master's and PhDs Theses at the University of Sarajevo), Sarajevo, Sarajevo University Review
- Kacapor K, Rizvic A (2011): Learning of English Language using Course Management System: the example of the School of Economics and Business, University of Sarajevo, International Technology, Education and Development Conference (INTED), ISBN: 978-84-614-7423-3
- K. Kačapor, K. Tatić. "E-learning and the Bologna process: the case of the school of economics and business Sarajevo," 2007, Cyprus, Nicosia
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- "Lifelong e-learning in judicial sector in Bosnia and Herzegovina," International Conference "Interdisciplinary Management Research," Faculty of Economics in Osijek, to be held in Poreč, Croatia, May 2009, paper accepted (with Almir Peštek and Daniela Ritan)
- "Technology, education and knowledge transmission in adult education – Theoretical backgrounds and lessons from judicial reform in Bosnia and Herzegovina," International Conference INTED 2009, Valencia, Spain, March 2009, paper accepted (with Almir Peštek and Daniela Ritan)
- Group of authors. Introduction for the practical use of PCs, A Informatics and Information System Management Course textbook. Faculty of Economy. Sarajevo. 2004.
- Group of authors. Microsoft Office Applications in Business, A textbook for the Informatics and Information System Management Course. Faculty of Economy. Sarajevo. 2004.
- Group of authors. "Information and Communication Technologies and Education Processes," A study, in Millennium Development Goals, A publication, p. 123-197, UNDP ICT Forum. Sarajevo. 2003.
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- Z. Šabić, T. Zaimović, K. Kačapor, D. Đipa. "A Dynamic Holistic Approach to Systems Change: A case of spreading the Internet culture in the Federation of Bosnia and Herzegovina," ICES 2002 "Transition in CEE – Challenges of 21st Century" Conference Proceedings, p. 653-663. Faculty of Economy. Sarajevo. 2002.
  - Group of authors. Information System Management, A textbook for the Information System Management Course at the Faculty of Economy in Sarajevo. Faculty of Economy. Sarajevo.

Training and Seminars:	• Certified Digital Transformation Consultant (CDTE) - a personal certificate according to the criteria of ÖNORM EN ISO/IEC 17024, the WIFI certification body of the Austrian Federal Economic Chamber (CDTM) ensures that the owners are familiar with tools and methods, are able to independently manage digital transformation processes using theoretical methods in a qualified and sustainable manner in a professional and job-relevant context and have the skills to support organizations, teams and individuals in the digital transformation, as well as have the ability to create a positive acceptance for digital change processes. Date: 12. 03. 2024., Certificate NO. CDTE24WIN0003
	• PECB Certified ISO/IE C 27001 Lead Auditor, Certificate Number: ISLA1072607-2020-10, Issue Date: 2020-10-23
	• Internal auditor training for EN ISO 19011:2018, TUV Croatia d.o.o.- TUV NORD Group, October 2020
	• Information security awareness- foundational, UNDSS, Confirmation #2777312, October 2020
	• Certified Associate Project Manager training, 24 hrs, MS Community.ba, September 2019
	• 77-730: Microsoft Office Specialist: Microsoft Office Access 2016: Core Database Management, Manipulation, and Query Skills Exam reference #: 34200927 Date: April 15, 2019 ID: kkacapor
	• 77-726: Microsoft Office Specialist: Microsoft Office Word 2016 Expert: Creating Documents for Effective Communication Exam reference #: 34174553 Date: April 12, 2019 ID: kkacapor
	• 98-365: Microsoft Technology Associate: Windows® Server Administration Fundamentals Exam reference #: 34146493 Date: April 11, 2019 ID: kkacapor
	• 98-367: Microsoft Technology Associate: Security Fundamentals Exam reference #: 34109963 Date: April 9, 2019 ID: kkacapor
	• 98-364: Microsoft Technology Associate: Database Fundamentals Exam reference #: 34084783 Date: April 6, 2019 ID: kkacapor
	• 98-366: Microsoft Technology Associate: Networking Fundamentals Exam reference #: 34070624 Date: April 5, 2019 ID: kkacapor
	• Scrum Product Owner, Issuing authority International Scrum Institute™ Credential Identifier Credential ID 33895091548096
	• Consulta, Sarajevo BIH, PECB Information security training for certified ISO 27001 Lead Auditor, 2018
	• University Jean Moulin Lyon, European Conference on Technology Enhanced Learning, Lyon, France, Workshop on Educational Data Mining with Python and Apache Spark, 2016.
	• University of Edinburgh, Edinburgh, UK, LAK16 Learning Analytics and Knowledge Conference, Learning Analytics Hackathon Workshop, 2016.
	• SRCE, University of Zagreb, Croatia - Moodle MOOT, 2013
	• IBM, Slovenia - Lotus Connections Technical Sales Mastery, 2012
	• Cognita, Croatia - Implementation of e-learning in large organizations, 2011
	• Learning Solutions Conference, Orlando, USA - A Managers Guide to Better Decision-Making Through Learning Analytics, 2012
	• Learning Solutions Conference, Orlando, USA - Innovative Performance Support: Strategies and Practices for Learning in the Workflow, 2012.
	• Revicon, Dubrovnik, Croatia - Corporate Governance: Present Situation and Economic Development Perspectives of BIH, 2011