


# Curriculum Vitae

## PERSONAL INFORMATION

<b>Full name and title:</b>	<i>Dr. Anes Hrnjić, Assistant Professor</i>
<b>Photograph:</b>	
<b>Date and place of birth:</b>	<i>7<sup>th</sup> March 1990 in Sarajevo, Bosnia &amp; Herzegovina</i>
<b>Telephone number:</b>	+ 387 61 398 240
<b>Email address:</b>	<a href="mailto:anes.hrnjic@efsa.unsa.ba">anes.hrnjic@efsa.unsa.ba</a>
<b>Professional website:</b>	Google Scholar Account: <a href="https://scholar.google.com/citations?user=fwNMlyMAAAAJ&amp;hl=en">https://scholar.google.com/citations?user=fwNMlyMAAAAJ&amp;hl=en</a>
<b>Fields of professional activity and interests:</b>	<i>Entrepreneurship and Economic Development, Innovation Management, Business Management, Customer Relationship Management (CRM), Human Resource Management (HRM), Higher Education and EU Integration</i>

## EDUCATION BACKGROUND (UNDERGRADUATE, MASTER AND DOCTORATE LEVEL)

Education institution	Dates attended	Qualification achieved
<i>Stillman College, Tuscaloosa, AL, United States of America</i>	<i>2008-2011</i>	<i>Bachelor of Science degree in Management Nostrification: Sarajevo School of Economics and Business, University of Sarajevo</i>
<i>University of Sarajevo, Bosnia &amp; Herzegovina</i>	<i>2011-2013</i>	<i>Master degree in Management</i>
<i>University of Sarajevo, Bosnia &amp; Herzegovina</i>	<i>2023</i>	<i>PhD in Business Management</i>

## CURRENT INSTITUTIONAL POSITIONS (ACADEMIC, FUNCTIONAL & PROJECTS)

<b>Institution:</b>	<i>School of Economics and Business at University of Sarajevo, B&amp;H</i>
<b>Current academic lecturing position:</b>	<b>Assistant Professor</b> <i>in Department of Management and Organization</i>
<b>Past academic lecturing position:</b>	<i>Teaching &amp; Research Assistant and Senior Teaching &amp; Research Assistant in Department of Management and Organization</i>
<b>Duration:</b>	<i>from December 2013 to September 2022</i>
<b>Teaching subjects:</b>	<i>Entrepreneurship, Introduction to Business Management, Micro, Small &amp; Medium Organizations Management, Strategic Management, Customer Relationship Management (CRM), Human Resource Management (HRM), Organization Theory and Design, International Management, Managerial Skills Development</i>
<b>Institutional functional position:</b>	<p><b>Head of Student Career Development Center</b> (April 2017 - current) -Professional Development and Mentorship of Students</p> <p><b>Mission:</b> Supporting students in developing competencies, knowledge and skills that are necessary in the modern business world and continuing education</p> <p><b>Vision:</b> A link between academia and the business community, providing the opportunity for students to gain professional experience during studies while allowing employers to find high-quality associates</p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>• Through the activities of the Center, students are offered assistance in studying/learning as well as finding the ferial practice/internships and first working experience</li> <li>• Study assistance is reflected in the practical knowledge needed for competitiveness in today's labor market, including creation of business plans encouraging them to become start-uppers</li> <li>• The goal is for students to learn how to create a job application, a Curriculum Vitae, a motivation letter in order to find feral practice/internship or first job without difficulty</li> <li>• Also, within the Center students are offered the possibility of education on the topics of branding themselves, strategies and techniques for successful preparation for a job interview</li> <li>• Through mentorships and consultations, students learn how to become a proactive, engaging young entrepreneurs and achieve a better position in society by starting their own business</li> </ul>
<b>Institutional project positions:</b>	<p><b>Leader/Coordinator of the CEO project</b> (January 2018 - current) -Educational entrepreneurship events organization</p> <p><b>Summary:</b> CEO Conference – the largest conference for youth in the region and one of the largest in Europe, with over 100 speakers from the world of business and 7,000 participants so far since 2013 when it was launched</p> <p><b>Achievements:</b> Through conference contents and other activities such as workshops, meetups, challenges, case studies etc., we stimulated thousands of young people to entrepreneurial thinking and encouraged innovative actions aimed at increasing youth future competitiveness in the labor market</p>

**Member of Organization Committee of Economic forum of B&H (2018, 2019)**

**Mission:** Economic Forum of Bosnia and Herzegovina creates a synergy of activities by creators of economic policies, business and academic community, all in order to form the attractive business environment in Bosnia and Herzegovina through regional economic cooperation and local coordination

**Vision:** To contribute to the creation of more favorable and attractive business environment in Bosnia and Herzegovina, both locally and nationally

**Objectives:**

- Forum is conceived as the open dialogue between representatives of business community, academy and economic policy creators
- Forum should contribute to the networking of different stakeholders that have a common business interest, and provide space for the first bilateral meetings and establishing cooperation
- Forum should result in actual proposals and guidelines that will be made available to creators of economic policies

## RELEVANT PROFESSIONAL PROJECT & CONSULTANT EXPERIENCE

### 1. Name of the project: **Smart Start** (December 2015 - April 2019)

**Short description:** Regional project on sustaining civil society impact through social entrepreneurship and innovations in Bosnia and Herzegovina, Serbia, Montenegro, Macedonia and Turkey

**Donators:** Project co-financed by the European Union, through the Civil Society Facility and Media Programme 2014-2015, Support to regional thematic networks of Civil Society Organizations

**Partners:** The project is led by Centre for Civil Society Promotion (CSSP, Bosnia and Herzegovina), and the project partners are Centre for Research and Policy Making (Macedonia), Institute for Entrepreneurship and Economic Development (Montenegro), Centre for Development of Non-Profit Sector (Serbia) and YADA Foundation (Turkey) with support by CEDRA HR (Croatia)

**Project role and specific activities:**

Within the project (during 2018 and 2019), as a consultant and entrepreneurship academic expert I had an assignment of creating the manual on sustainability of CSOs through social entrepreneurship. Two specific modules were created, one that covered topics of Sustainability of CSOs (general) and funding sources, and second which was mainly focused on CSO business models through key points (regulation of commercial activities and social entrepreneurship). The assignment was carried out in cooperation with two colleagues and experts from School of Economics and Business (SEBS), University of Sarajevo: Prof. Dr. Amila Pilav-Velic, an international expert on innovation and business, and Prof. Dr. Hatidza Jahic, an expert in the field of education. Additionally, within the same project I served as a mentor volunteer for a number of CSOs. My responsibility was to establish a partnership with representatives of social enterprises to which I provided professional expertise to support an organization in the realization of business idea by giving constructive advice on how to adequately launch product/service in the market and how to deal with challenges in various business situations.

### 2. Name of the project: **Civil Society Sustainability Program in BiH – CSSP** (2014 - 2018)

**Short description:** The project was aimed at strengthening the capacity of CSOs in B&H to influence processes and implementation of public policies according to interests and real problems of citizens

**Donators:** Project was funded by the United States Agency for International Development (USAID) and the British Embassy in Bosnia and Herzegovina.

**Partners:** The project is implemented by following CSOs: Centre for Civil Society Promotion (CSSP), Transparency International Bosnia and Herzegovina, and Center for Investigative Journalism

**Project role and specific activities:**

Within the project (during 2017 and 2018) in the preparation phases of two action conferences on topics "CSOs Entrepreneurship: Model for (In)Sustainability" and "State of Civil Society: Sustainability & Stability" in which I actively participated, as a social entrepreneurship expert I had an assignment of conducting research with aim to develop guidelines for defining and establishing adequate business

models for CSOs in managing activities that ensure their financial sustainability. Guidelines consisted of basic principles and standards that CSOs need to adopt if they conduct commercial activities within their respective fields of action bringing two models, social and commercial, closer through key points. The assignment was carried out in cooperation with expert from School of Economics and Business (SEBS), University of Sarajevo: Prof. Dr. Amila Pilav-Velic, an international expert on innovation. Two thematic fields that were developed in guidelines include following: "The survival of CSOs in B&H: Cross-section of the situation and the presentation of two social entrepreneurship models" and "Management of CSOs commercial activities".

### **3. Name of the project: Western Balkans Democracy Initiative (2018 - current)**

**Short description:** WFD's regional program in the Western Balkans focused on effective financial scrutiny and parliamentary openness. In 2018, a new regional program was launched to engage with eight parliaments in six countries, public institutions, political parties and civil society organizations.

**Donator:** Westminster Foundation for Democracy (WFD), the UK public body dedicated to supporting democracy around the world with an established office in Bosnia and Herzegovina

**Project role and specific activities:**

Within the project (during 2018) in the preparation of round table on topic "Civil Society in B&H: The Role and Influence on Government Institutions", as a representative of academic community and an expert in field of higher education I was hired for consultancy in conducting analysis on the role of academia in promoting sound and evidence-based policy-making in B&H and advocating for the public interest. The analysis also included identification of key challenges for actions and functioning of academic community in the process of building democratic institutions in B&H, promoting human rights, accountability of authorities and involving citizens in decision-making processes. Later at the round table, I had an opportunity to present main findings of the analysis aimed at enhancing the ability of academic community and civil society to research and produce evidence-based policy papers for engagement with institutions and policy-makers, while at the same time promoting academic community and CSOs engagement with parliamentary committees to advocate for legislative change.

### **4. Name of the project: Invigorating Policy Dialogue on the RIRA (2018 – current)**

**Short description:** The 6 economies in the Western Balkans have launched an initiative to create a Regional Economic Area in order to speed up their economic development and reduce the disparities with the EU while working towards full EU integration. The regional economic integration includes, inter alia, the creation of a Regional Investment Reform Agenda (RIRA). RIRA consists of 3 broad action areas: investment entry and establishment, investment protection and investment attraction.

**Donator:** Regional Cooperation Council

**Partners:** Center for Research and Policy Making, Skopje, North Macedonia

**Project role and specific activities:**

Within the project (during 2018), as an economic consultant expert I was asked to prepare analysis on current investment climate and economic state of Bosnia and Herzegovina, which I presented during capacity building workshop held in November 2018 in Skopje, North Macedonia which gathered representatives from public, business and civil sectors from all six countries in the Western Balkans region. I also had an assignment to present the results of my analysis at the Policy Forum on the Regional Investment Reform Agenda also held in November 2018 in Skopje with focus on benefits of potential regional economic integration, but also major economic and other challenges, e.g. political.

### **5. Name of the project: "E4U" project (2017 - 2018)**

**Short description:** The main focus of the project are socio-economic reforms in B&H. Students from 14 public faculties have worked together, divided seven teams. Together with their academic mentors and project experts, they conducted public campaigns focusing on challenges young people face in B&H, through which they gave their ideas for potential solutions.

**Donator:** EU Special Representative Office in B&H

**Partner:** Communis Sarajevo, full service marketing agency

**Project role and specific activities:**

Within the project (during 2017 and 2018), as an economic consultant expert and representative of my University I was asked to serve as a mentor to a team consisting of students from Sarajevo & Zenica. Students have created "WakEUp" campaign under my supervision in which we encouraged young people to stay in B&H by providing them additional information on start-up opportunities, how to create business model, connecting with real sector, get knowledge about labor market, first job opportunities and presentation of successful stories. Specifically, I implemented Business Idea WakEUp Boot Camp, which was organized for around 200 students.

## **6. Name of the project: Innovation Summit Sarajevo (2018 - 2019)**

**Short description:** The main idea is to gather leading experts from the real sector and academic researchers on the subject of innovation management in order to enable presentation of good practices and exchange of experiences, knowledge as well as competencies with goal to boost innovation development, create adequate climate which will stimulate entrepreneurial activity and collaboration among corporations, academia and start-ups connecting young and creative people with some of the most innovative companies nowadays and giving them opportunity to present innovative solutions to real issues with whom companies are faced in business

**Organizers:** SEBS, University of Sarajevo & Federal Ministry of Education & Science

**Partners:** USAID & Swiss Agency for Development & Cooperation

### **Project role and specific activities:**

As a consultant, I had a responsibility to organize Student Innovation Challenge through Student Career Development Center in which undergraduate and master students compete in delivering innovative ideas relevant to local communities and concrete solutions to real sector current issues. This competition had a format of "Ideathon", innovation development competition that challenges students to make a difference and present their start-up ideas. After selection of the best ideas, my assignment was to educate participants in area of business model development and prepare them for final idea presentation at the Innovation Summit using contemporary methodology, CANVAS model.

## **7. Research project: "IMPLEMENTATION OF INDUSTRY 4.0 IN COMPANIES IN THE CANTON OF SARAJEVO: READINESS FOR EDUCATION AND POSSIBILITY FOR APPLICATION" (2022)**

**Project financed by:** Sarajevo Canton, Ministry of Science, Higher Education and Youth

## **8. Research project "Digital (on-line) entrepreneurial learning in secondary vocational schools in Sarajevo Canton" (2022)**

**Financed by:** Government of KS, Ministry of Science, Higher Education and Youth

### **Brief description and activities:**

The project is based on strengthening the entrepreneurial and digital competencies and potential of young people for proactive market action through adequate programs and educational curricula, i.e. the introduction of entrepreneurial skills into high school curricula. It is important to note that it is not about the introduction of a new subject, but about interventions, i.e. the introduction of innovative content and topics into the existing NPP from the group of economic subjects that are currently taught in secondary vocational schools in Sarajevo Canton. Some of the planned project activities that have been implemented are: -Analysis of existing NPP in secondary vocational schools in Sarajevo Canton; -Organizing interviews with representatives (employers) of specific sectors in order to identify skills and knowledge that are currently in demand on the market and that have a perspective for further development; - Creation of recommendations for innovative NPP economic subjects in secondary vocational schools.

## **9. Business Process Outsourcing industry in Bosnia and Herzegovina (2023)**

**Project financed by:** MarketMakers project through the Sarajevo Economic Institute

### **Brief description and activities:**

As a member of the expert team, Anes Hrnjić co-created an expert analysis and accompanying report on the BPO industry in Bosnia and Herzegovina, with an emphasis on capacity, government support and donor initiatives. Using a combined, or mix research method, a systematic literature review and focus group discussions with 12 experts from different sectors were presented with certain conclusions and recommendations.

## **10. Project: PEER – Partnering for Excellence in Evaluation and Research (2021-2023)**

**Donor:** USAID grant through project MEASURE II BiH

### **Short description:**

The Center of Excellence for Policy Evaluation and Research was established in 2021 as part of the USAID MEASURE II grant for excellence in evaluation and research awarded. The aim of the Center is to become a central educational center and a leader in supporting capacity building for research and evaluation in Bosnia and Herzegovina. In collaboration with social science and evaluation experts, the CoE conducted surveys, analyzed data, developed models and collaborated with relevant ministries, employment agencies, chambers of commerce and industry leaders as part of the project. The focus was on the design of political documents for the identification of key social and economic issues, and support to government institutions in rigorous evaluations of programs and initiatives. Within the project, Anes Hrnjić was the leader of two components of the project for formal and informal education in the field of project monitoring and evaluation in Bosnia and Herzegovina.

## SCIENTIFIC/ACADEMIC BIBLIOGRAPHY

### *I. Reviewed Journal Articles*

1. **Hrnjić, A. (2016).** The Transformation of Higher Education: Evaluation of CRM Concept Application and Its Impact on Student Satisfaction. *Eurasian Business Review*. vol. 6, br. 1, str. 53-77, ISSN: 1309-4297, DOI: 10.1007/s40821-015-0037-x (autor) Indexiran: 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.
2. Rahimić, Z., Čizmić, E., Šestić, M., **Hrnjić, A.** (2022). Differences of the Employee Perception to the Main Job Design Parameters in the Context of Digitalization. In: Karabegović, I., Kovačević, A., Mandžuka, S. (eds) *New Technologies, Development and Application V. NT 2022. Lecture Notes in Networks and Systems*, vol 472. Springer, Cham. [https://doi.org/10.1007/978-3-031-05230-9\\_126](https://doi.org/10.1007/978-3-031-05230-9_126) (koautor) Indexiran u: SCOPUS, INSPEC, WTI Frankfurt eG, zbMATH, SCImago.
3. Čizmić, E., Šestić, M., **Hrnjić, A.**, Softić, S. (2021). Magnitude of Covid-19 Pandemic Impact on Entrepreneurial Companies' Operations in Developing Countries. In: Karabegović, I. (eds) *New Technologies, Development and Application IV. NT 2021. Lecture Notes in Networks and Systems*, vol 233. Springer, Cham. [https://doi.org/10.1007/978-3-030-75275-0\\_124](https://doi.org/10.1007/978-3-030-75275-0_124) (koautor) Indexiran u: SCOPUS, INSPEC, WTI Frankfurt eG, zbMATH, SCImago.
4. Šestić, M., Čizmić, E., Softić, S., **Hrnjić, A.** (2021). Gender Differences of Entrepreneurial Business attitudes in the Crisis Caused by Covid-19 Global Pandemic: Evidence from Bosnia and Herzegovina. In: Karabegović, I. (eds) *New Technologies, Development and Application IV. NT 2021. Lecture Notes in Networks and Systems*, vol 233. Springer, Cham. [https://doi.org/10.1007/978-3-030-75275-0\\_125](https://doi.org/10.1007/978-3-030-75275-0_125) (koautor) Indexiran u: SCOPUS, INSPEC, WTI Frankfurt eG, zbMATH, SCImago.
5. **Hrnjić, A.**, Pilav-Velić, A. Djideliija, I., Jahić, H. (2018). Innovative Behavior and Employee Job Satisfaction in Telecommunications Sector, *Economic Review: Journal of Economics and Business*, ISSN 1512-8962, University of Tuzla, Faculty of Economics, Tuzla, Vol. 16, Iss. 1, pp. 19-30. Indexiran u: Cabell's Directories, Directory of Open Access Journals (DOAJ), EBSCO Business Source Complete, ECONBIZ, EconLit, EconStor, ERIH PLUS, Google Scholar, Index Copernicus, RePEc (Research Papers in Economics), Road, The Directory of Research Journals Indexing.
6. **Hrnjić, A.** (2015). Važnost mjerenja studentskog zadovoljstva sa ciljem evaluacije performansi i redizajniranja strategije u skladu sa trendovima u sektoru visokog obrazovanja (in English: The Importance of Measuring Student Satisfaction with Aim to Evaluate Performance and Redesign Strategy in Accordance with Trends in the Sector of Higher Education). *Pregled: časopis za društvena pitanja*, vol. 56, br. 1, str. 143-157, ISSN: 0032-7271. (autor) Indexed in: EBSCO Publishing, INDEX COPERNICUS i CEEOL.
7. Čizmić, E., **Hrnjić, A.**, Jahić, H. (2016). Uloga i značaj preduzetništva u procesu ekonomskog razvoja i jačanja suvereniteta Bosne i Hercegovine (in English: The Role and Importance of Entrepreneurship in the Strengthening of BH Economic Development and Sovereignty). *Pregled: časopis za društvena pitanja*, vol. 57, br. 1, str. 95-114, ISSN: 0032-7271. (koautor) Indexed in: EBSCO Publishing, INDEX COPERNICUS i CEEOL.
8. **Hrnjić, A.**, Šuta, N., Pilav-Velić, A. (2016). Innovation in Senior Tourism: Creating Energy Efficient and Health Supported Tourist Offer. *Review of Innovation and Competitiveness: A Journal of Economic and Social Research* V2, 4, 5-17, ISSN:1849-8795. (autor) Indexiran: Hrčak: Portal of Scientific Journals of Croatia i Google Scholar.
9. Pilav-Velić, A., **Hrnjić, A.**, Milanović Glavan, Lj., Hanić, A. (2015) Added Values of Social CRM: The Examination of Customer Perspective. *Economic review: Journal of Economics and Business*, vol. 13, br. 1, str. 59-72, ISSN: 1512-8962. (koautor) Indexed in: EBSCO, Directory of Open Access Journals (DOAJ), Scirus, Index Copernicus i Cabell's Directories.

## **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 (coauthor)

## **III. Reviewed Conference Papers**

1. Pilav-Velić, A., **Hrnjić, A.**, Šunje, A. (2018). Customer perception of digital marketing usage in the telecommunications sector: The case study of BH telecom Sarajevo, 5th International Conference on Management and Organization, June 14–15, 2018, Brdo- Kranj, Slovenia. Organized by The Slovenian Academy of Management and Faculty of Economics, University of Ljubljana. Černe, M. et al. (editors) in Management and organization in the digital society: conference papers. ISBN 978-961-92878-9-7. Indeksirano u nacionalnoj COBISS bazi Slovenije: [COBISS.SI-ID 295212032]
2. Rahimić, Z., **Hrnjić, A.** (2014). 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). October 13-14: Sarajevo: School of Economics and Business, University of Sarajevo, str. 378. ISBN: 978-9958-25-093-4. Abstract (koautor) Indexirano u: EBSCO's database i ABI/INFORM Global
3. **Hrnjić, A.** (2015). CRM in the Higher Education Sector: Critical Factors and Benefits of Measuring Student Satisfaction. U: 16th EBES Conference – Istanbul: Program and Abstract Book. May 27-29: Istanbul, Turska: Bahcesehir University, str. 126. ISBN: 978-605-84468-1-6. Abstract (autor)
4. Šuta, N., Hrnjić, A., Banda, A. (2015). 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. May 27-29: Istanbul, Turska: Bahcesehir University, str. 109. ISBN: 978-605-84468-1-6. Abstract (koautor)
5. **Hrnjić, A.**, Đideliija, I. (2015). 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). September: Kotor, Crna Gora: University of Montenegro, Faculty of Tourism and Hotel Management, str. 64-71. ISSN: 1849-7969. (autor)
6. Pilav-Velić, A., Šuta, N., **Hrnjić, A.** (2015). 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). September: Kotor, Crna Gora: University of Montenegro, Faculty of Tourism and Hotel Management, str. 497-504. ISSN: 1849-7969. (koautor)
7. Jahić, H., Pilav-Velić, A., **Hrnjić, A.** (2016). 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). June 8-11: University of Zagreb: Faculty of Economics and Business, str. 431-440. ISBN: 978-953-346-027-7. (koautor) Indexed in: EconLit, ProQuest, EBSCO i RePEc
8. Čizmić, E., **Hrnjić, A.**, Jahić, H. (2016). 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). October 14: Sarajevo: School of Economics and Business, University of Sarajevo, str. 117-118. ISSN: 2490-3620. Abstract (koautor) Indexed in: EBSCO's database i ABI/INFORM Global
9. **Hrnjić, A.**, Karalić, M., Pilav-Velić, A. (2016). 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). October 14: Sarajevo: School of Economics and Business, str. 65-66. ISSN: 2490-3620. Abstract (autor) Indexed in: EBSCO's database i ABI/INFORM Global

## PAST EMPLOYMENT AND WORK EXPERIENCE RECORD

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

## OTHER SKILLS AND COMPETENCIES

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



## MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS

1. *Euroasia Business and Economics Society (Headquarters in Turkey), since 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*

## OTHER 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, Creating 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. Erasmus+ Staff Mobility for Training, Nicolaus Copernicus Torun, Poland, November 2018  
Description: Exchange of good practices of Nicolaus Copernicus Torun, specifically at Faculty of Economic Sciences and Management with focus on strategies, programs and projects aimed to connect real sector enterprises with current and graduating students

## AWARDS, RECOGNITIONS AND SCHOLARSHIPS

1. *Best student, Primary school 6<sup>th</sup> 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

- 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)*  
*dr. Elvir Cizmic, Professor, Department of Management and Organization, EFSA*