

## Curriculum Vitae

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**Date of Birth** 12.17.1965. in Sarajevo

### EDUCATION

<b>2003, Sarajevo</b>	CISCO Networking Academy
<b>2000, Dubrovnik, Croatia</b>	Seminar on "Security aspects of E-business"
<b>1998, Sarajevo, BiH</b>	Completed "Oracle ME" Training for Oracle Database Developing
<b>1997, Kiew, Ukraine</b>	Seminar on "PriceWaterhouse System Management Methodology"
<b>1996, Cairo, Egypt</b>	Completed a course on "International Banking –Emerging Markets" organized by National Bank of Egypt
<b>1996, Bol, Croatia</b>	Completed a course on "Money Market – Internet Banking" organized by Reuters Dealing Systems
<b>1995, Makarska, Croatia</b>	Passed the Exam for Dealer on Spot Money Market organized by I.M.M.S.E.
<b>1995, Vienna, Austria</b>	Passed the Exam for Microsoft Product Specialist (VB 3 & Access 2)
<b>1995, Zagreb, Croatia</b>	Finished Business and Banking School – PB Zagreb
<b>1994, Sarajevo, BiH</b>	I Grade of Mechanist Engineering, University of Sarajevo, Mechanist Faculty

### PROFESSIONAL EXPERIENCE:

**2002 – present**

**OMV Istrabenz**

**IT Manager**

- Business analysis and IT solutions designing according company's standards
- Preparing implementation documentation and drafting contracts with outsourcing companies
- Develops, monitors and manages IT budgets
- Software, hardware and other equipment procurement
- Network (MS Windows 2000) setting up and administration
- Exchange server setting up and administration
- Hi-level database administration on IBM Host database managing system
- Software, hardware and other equipment procurement for HQ and all fuel stations
- Hardware installation in HQ and filling stations
- Local area network installations in HQ and filling stations
- Wide area network setting up (all filling stations, two area offices and HQ are connected to server in Slovenia) using virtual private network technology
- Comprehensive network administration
- Standardizing and implementing IT strategy on all business levels across Bosnia and Herzegovina
- Analyzes the company's utilization of technology to formulate recommendations to improve department's service delivery by optimizing the use of existing technology and identifying new technology for implementation.
- Planning and implementing internal IT system and infrastructure for business operations start
- Coordinates cross-departmental software systems
- Supports the use and maintenance of technology within the company by providing direct system support and help desk services
- Identifies and coordinates technology training for company's departments with the Executive Manager; organizes and convenes software user groups
- Developing training procedures and leading training for +120 employees in HQ and filling stations
- Staff coordinating and task assignments

**2001-2002**

**Commerce Bank - NLB  
System Engineer**

- Comprehensive database supervision and administration
- Analysis, programming and programmer testing on enhancements and software development projects
- Provides maintenance and support for existing software applications
- Supervising front end software development
- Front application development and programming
- SQL query creation and optimization
- Quality control and debugging

**2000-2001**

**International Council of Voluntary Agencies  
Program Officer : Communications**

- Developing and implementing communication strategy for ICVA and 20 NGOs in BH
- Requirements definition/specification for ICVA mission expanding in BiH
- Network (MS Windows 2000) setting up and administration
- Establishment of central Help Desk for users support and WAN management
- Developing ICVA Directory database using RAD tools
- Software, hardware and other equipment procurement
- Publishing ICVA's database on Internet
- IT user support and training for ICVA offices in Sarajevo and Banja Luka
- Designing and implementing Internet oriented communications links
- ICVA Web site developing (research, design and implementation) and webmastering
- Internet/intranet security procedures definition and developing
- Custom Application Development & Programming
- Medium Term Planing and Staff assigning

**1997 - 1999**

**PricewaterhouseCoopers, USAID Privatization Project  
Senior Analyst / IT Specialist**

- Privatization IT Project planing and implementation overseeing
- Building-up IT system and infrastructure for PWC operations in BiH
- Creating and implementing IT system and infrastructure for Federal Privatization Agency as PWC client
- BH Privatization Project's WAN infrastructure design, development and implementation
- Developing detailed plan for connecting and networking cca. 200 ZPP/ZAP offices (It covers whole Federation BH and Republika Srpska. WAN includes over 30 LAN's, communication infrastructure with Frame Relay service as a backbone and over 120 competitive accessing point)
- Business processes screening and definition
- Software, hardware and other equipment procurement
- Developing training procedures for ZPP staff and leading Train the Trainer project
- Establishment of central Help Desk for users support and WAN management. Support provided for end users located Federation wide.
- LAN administration and Help Desk at PricewaterhouseCoopers office in Sarajevo.
- Tendering documentation preparing and bids evaluating
- Staff coordinating and task assignments
- Overall database & application design using Oracle DBMS
- Preparing General design document for IT aspect of privatization process
- Analyzing Existing ZPP and ZAP business and technical structure
- Coordinating with government institutions (ZPP, FPA, CAPs)
- Developing Training Plans
- **Supervising 4 employees**

**1995-1997**

**Promdei Bank Sarajevo –  
Executive Manager**

- Head of Promdei Bank IT Department
- Planning and implementing internal IT system and infrastructure for business operations start
- Creating and implementing Strategic Information System Plan for expending bank operations in BiH
- LAN & WAN Projecting & Implementation & Administration (WAN includes LAN's in HQ and all 5 branches)
- Software, hardware and other equipment procurement

- Developing training procedures and leading training for +50 employees

## **MEDIUM & LONG TERM CONSULTING:**

### **2001 - 2002 - International Commission for Missing Persons**

Recommending organizational restructuring from technical aspect; Databases development, testing, and research as well as IT security implementation

### **1999 – 2001 - International Commercial Bank of Malaysia, Sarajevo Branch**

Project leading for payment system (Payment Bureau – Bank) transition ; Disaster Contingency Planing ; Risk and threads identification

### **1999 - Khan & Hill LLP, World Bank ML project in Macedonia**

Processes definition and functional decomposition ; Project time scale preparation and staff planing ; Tender documentation preparing ; Implementation planing and preparation

## **LANGUAGES:**

English: Fluent in Verbal and Written English  
Bosnian: Native speaker

## **IT BACKGROUND:**

### **A. HARDWARE AND NETWORKING**

Installation and maintenance of PC workstations (IBM, NCR, HP etc.)  
LAN installation and maintenance (NICs, HUBs, SWITCHes)  
WAN installation and maintenance (CISCO Routers, Dial up, baseband and ISDN modems)  
Communication protocols (TCP/IP, NetBEUI, Frame Relay)  
Network Security (Hardware and Software Firewalls and traffic filters)

### **B. OPERATING SYSTEMS**

MS Windows 95/98, 2000 (user support level)  
MS Windows NT Workstation 4.0  
MS Windows NT Server 4.0 and Windows 2000 Server (LAN Administration and monitoring)  
CISCO IOS (configuration, programming and WAN administration)

### **C. APPLICATION SOFTWARE**

MS Office 2000 components (developer level)  
CISCO Works Windows  
Hewlett Packard Open View  
Visio 5.0 Professional  
Proficient to use GroupWare's Lotus Notes and Microsoft Exchange  
Internet Information Service (IIS), Web Server

## **ADDITIONAL SKILLS:**

- § Knowledge of existing accounting procedures
- § Valid driving licenece