

Ivan Vujić

Highly skilled Sr. SW Solution Professional

<http://cv.vujic.org>

Qualifications Summary:

- Quality focused **IT professional** with huge experience in all stages of the Software Solution Lifecycle.
- **Creative leader (Project manager, IT manager)** capable of understanding **complex customer needs** while delivering pragmatic and simple solutions using proven patterns and heuristics.
- **CRM manager** and **CRM consultant** who has acquired related knowledge and experience as a member of world-class SAP sales team and a follower of its cutting edge of the methodology and practice.
- **Business analyst and Solution architect** who designed the core modules of two **Enterprise software solutions** – ERP Solution and Insurance Solution.
- An expert with proven ability to create and deliver solutions that meet objectives tied to business and technology performance and standards while working independently from platforms and in a fast-paced environment.

Professional Experience:

2014 - Present: Senior Software Solution Consultant

**IN2 Beograd
d.o.o.,
Belgrade**

- Project manager & Solution architect on the project of development **IN2 CRM lite solution**
- Design and implementation of inAgent2 – IN2 solution for provisioning in sales organizations.
- Software solution consultant in the area of CRM, Core insurance and Public sector

2011 - 2014: Software Solution Consultant

**Freelancer
Belgrade**

- From February 2013 - engagements in the various lifecycle stages of software solutions
- From May 2012 to December 2012 engaged on the realization of the Web marketing project "**Agile Web-marketing campaign for finding a job**" – an integration of web content, Campaign manager tool, CRM tool and Social networks (www.vujic.org)
- From March 2011 – January 2012 engaged on AXA Non-life Insurance project of building its information system as a member of **Atos** Project Team. As **Business analyst** and **Data architect** delivered Information system blueprint and Logical system architecture (*Business Process Model, Functional Specification of Application systems and Conceptual Database Design*) of following AXA Insurance functional subsystems: Tariff system, Distribution channels and Policy management.

2005 – 2010: Solution Architect and CRM Manager & Sales Support Manager

**SAP West
Balkans d.o.o.,
Belgrade**

Joining SAP at the very beginning of its official presence in West Balkans (WB) territory as one of the first three employees:

- Establishing the first subsidiary processes, rolling-out the best SAP practice and applying local agility to set the complex working procedures and rules of the multinational company into the small subsidiary.
- Running SAP ERP localization project, organizing **Serbian channel community** into Localization Committee providing SAP Localization Center with one voice localization requirements. The project delivery was the **First SAP ERP localization package for Serbia**
- Managing all process roll-outs related to **Marketing and Sales operations: CEL (Customer Engagement Lifecycle) Roll-out, Demand generation process Roll-out.**
- Managing local **CRM implementation project** and including **Channel community** into unique **WB's Opportunity management system.**
- Heavily trained to support a marketing and sales team in achieving an **operational excellence**, transferring knowledge, regional support, organization, methodology, trainings, market analysis, sales business insights and reports.
- Driving **Demand generation process** coordinating the local Marketing team and regionally available presales resources.
- ...and heaving unique opportunity to be involved in building a sales organization, based on world class, cutting-edge and the best SAP's CRM methodology and practice.

2003 - 2005: [Head of Development](#)
Pupin Telecom DKTS a.d. Managing team of 7 ORACLE developers, developing and maintaining the existing ERP application TELIS.
 Belgrade In parallel with the managerial duties, delivering design and supervising realization one of the most complex ERP module - **ECM (Engineering Change Management)** of the Pupin's Switchboard Production System. The solution provided company with a key prerequisite to decrease the enormous maintenance costs during the switchboard operation caused by its ongoing development process (extremely frequent hardware and software changes).

1999 - 2003: [Solution Architect and Head of Development](#)
DUEL – Dunav Electronic d.o.o Joining DUEL among the first three employees dedicated to building its Enterprise Non-life Insurance Application
 Belgrade

- Building the development team delivering the development methodology and team organization based on ORACLE CASE tool and personal working experience with DIGIT
- Designing (Co-designer) **DUEL VRAD (Very Rapid Application Development) IS framework** based on repository based applications whose usage dramatically speeded up the prototyping and made feasible creating even final applications yet in bidding stage.
- Analyzing Insurance Business Systems and designing the core insurance modules of **DUEL enterprise insurance application: Tariff systems, Policy management, Claims management**
- Implementing **DUEL enterprise insurance** at **Dunav insurance** (3000 employees, 28 affiliates in Serbia) and **Lovćen Insurance** (300 employees, 6 affiliates in Montenegro)
- Promoted to Head of Development and managed a team of 24 ORACLE professionals

1994 - 1999: [Leading Solution Architect](#)
DIGIT Computer Engineering d.o.o, Member of the team which built the most successful domestic ERP solution HEFIS (today's FIS)
 Belgrade

- Analyzing business processes of tents of production business systems in various industries and fully designing following **HEFIS's** modules: **Bill of materials, Routings, Master planning and scheduling, Work in Process, Lot Tracking and Tracing,**
- Successfully implementing HEFIS modules as an **Implementation project manager** in some of the biggest production business systems in Serbia which were up and running until they were replaced by SAP ERP.
- Introducing ORACLE CASE and RAD (Rapid Application Development) method into the development team practice, adding own contribution to the development methodology, increasing team productivity and customer satisfaction shortening the support team response time.

1991 - 1994: [Solution Architect and ORACLE Programmer](#)
Petar Drapšin a.d., Mladenovac Designing and realizing, self-initiatively, the first Petar Drapšin's Product Database (Product catalog, Bill-of-material and Routing) using Oracle developer tools and Database

- Period **November 1991 – September 1992** spent at **Palermo University, Italy** as an EU scholar on the First Serbian Tempus Project

<u>Core Competencies:</u>	<ul style="list-style-type: none"> • Project Management • CRM – Management, Consulting, Marketing, Sales, Implementation • ERP – Management, Consulting, Marketing, Sales, Implementation • Sales Operations and Support 	<ul style="list-style-type: none"> • Marketing Operations and Support • Rapid Application Development • Business Process Modeling • Solution Architecture • Business Analysis • Creative Leadership
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Software:	<ul style="list-style-type: none"> • SAP CRM • Sugar CRM • ORACLE Designer • Power Designer • MS Project 	<ul style="list-style-type: none"> • Visual Paradigm • SQL • MySQL - basics • Joomla 	<ul style="list-style-type: none"> • HTML & CSS - basics • PHP - basics • APEX • MSOffice
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<u>Recent Education</u>	ORACLE PJM, ORACLE APEX 4.2, Web Design Fundamentals, Web Site Strategy and Planning, HTML Essential Training (2012), Joomla! 2.5 Essential Training, Joomla!: Creating and Editing Custom Template, CSS for Developers, Joomla! 1.5: Styling with CSS, SugarCRM, JavaScript
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Education:

The Faculty of Mechanical Engineering, University of Belgrade, M. Sc.
Master of Engineering,
Major: Production Mechanical Engineering - Production Cybernetics

Contact persons

Career through projects