Curriculum Vitae

Personal information:

Name and surname:	Nermina Kraljić Harbinja
Date of Birth:	13. 02. 1985.
Address:	Ramiza Salčina 87, 71000 Sarajevo, Bosnia and Herzegovina
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Education:

April 2010.
The Master's thesis: „Optimization of the business processes utilizing the Microsoft Dynamics Nav integration with a specially designed software solution for the production support " at the Faculty of Electrical Engineering, University of Sarajevo.

2008
Bachelor of Electrical Engineering, department of Computer Science at the Faculty of Electrical Engineering, University of Sarajevo.

2003
Completed the International Baccalaureate Diploma Programme, and obtained a bilingual diploma (English - Bosnian language).

Additional certification and training:

PMP – Project Management Professional, certification number:1988060
CRISC - Certified in Risk and Information Systems Control, certification number: 1619931
IRCA Certified ISO/IEC 20000 Lead Auditor (ITSMS)

Microsoft Certified Technology Specialist: Microsoft Dynamics Navision 4.0 Trade & Inventory.
Microsoft Certified Technology Specialist: NAV 5.0 Financials
Microsoft Certified Technology Specialist: NAV 5.0 Manufacturing
Microsoft Certified Technology Specialist: NAV 5.0 C\SIDE Solution Development
Microsoft Dynamics NAV 2013 Core Setup and Finance
Microsoft Dynamics NAV 2013 C/SIDE Development
Managing Microsoft Dynamics Implementations

Work experience:

January 2022 – present
Teneo d.o.o.
Chief Operations Officer/Project manager

- Overseeing daily operations of the company and the work of executives (IT, Marketing, Sales, Finance etc.)
- Meeting with and reporting to the CEO about the company's daily operation, as well as about the CEO's plans for any upcoming adjustments or developments to business operations strategy, or other company goals and objectives
- Developing and implementing policies for daily operations, and communicating these policy changes to department supervisors
- Ensuring alignment with current company policies and goals

Managing Dynamics NAV/BC projects, project teams, writing project documentation, monitoring the implementation of the project, and the development of the financial plan of the project.

Engaged in all project stages, from analysis to deployment and migration.

December 2023 – present
Project Management Institute Bosnia and Herzegovina
Chapter President

Responsible for oversight of the chapter and the board. Directing the activities of the other board members in accordance with the chapter bylaws.
- Directing the chapter's strategic goals
- Achieving the chapter vision, mission and objectives as detailed by the chapter business plans
- Representing the chapter at public events
- Ensuring strategic alliance, planning and annual reporting
- Acting as a liaison between the chapter and Project Management Institute
- Presiding over the board of directors meetings and the annual general membership meeting
- Ensuring that all chapter business is being done legally and ethically
- Legally representing the organization
- Ensuring statutory and regulatory compliance
- Driving implementation of PMI policies and guidelines and ensuring that they are reflected in chapter processes
- Managing periodic policy audits

December 2018 – December 2023
Project Management Institute Bosnia and Herzegovina
Board Member and Finance VP

Presenting and maintaining all financial records required for Chapter operations in accordance with the purposes of the Chapter and its Constitution and Bylaws. Responsibile for all funds collected and disbursed by the Chapter, preparing the annual budget and periodic financial statements.

June 2019 – December 2022
Infodom d.o.o.
Chief Operations Officer

- Designing and implementing business strategies, plans and procedures
- Establishing policies that promote company culture and vision
- Overseeing daily operations of the company and the work of executives (IT, Marketing, Sales, Finance etc.)
- Leading employees to encourage maximum performance and dedication
- Evaluating performance by analyzing and interpreting data and metrics
- Submiting reports to the CEO in all matters of importance
- Assisting CEO in fundraising ventures
- Participating in expansion activities (investments, acquisitions, corporate alliances etc.)

Novembar 2015 – June 2019
Infodom d.o.o.
Senior consultant

Managing project, project team, writing project documentation, monitoring the implementation of the project, and the development of the financial plan of the project. Acquisition of new customers and prospecting for new customers in the assigned territory for given product sets.

Communication and collaboration with customers, partners and management.

June 2014 – Novembar 2015
Oracle BH d.o.o.
Technology Sales Representative

Driving overall execution and sales delivery of license revenue targets for Oracle Fusion Middleware.

Selling Oracle Fusion Middleware to existing customers and prospecting for new customers in the assigned territory.

Contributing to product success by building opportunity pipeline, qualifying prospects and closing business.

Assesing market opportunities and developng business plan to meet revenue objectives. Performing sales forecasting, account planning and other related sales administrative tasks to grow assigned business profitability.
Working with parters (ISV's, SI's and others).

Defining Value Propositions for Oracle Fusion Middleware, communicating it to Oracle Account Managers and other key constituents

April 2013 – June 2014
Privredna banka Sarajevo d.d Sarajevo
IT manager

Overseeing the planning, development, and implementation of all aspects of the bank's information systems: data processing, network administration, equipment and their various components;

Developing requirements, outlines, budgets, and schedulers for information technology projects.

Planning, monitoring and reporting to Management Board on information services resources utilization and requirements including personnel, equipment, and associated costs.

Establishing standards, procedures, and methodology for the control, security, and integrity of data and system software to meet organizational and regulatory needs by following best practice methodology.

Negotiating and administering supplier contracts and service agreements including pricing, quality and on-time delivery. Building up and maintaining overall supplier relationship.

Assisting with creation of strategic planning goals aimed at increasing supplier performance. Rewieving supplier performance metrics annual, quarterly and monthly. Managing financial aspects of the IT Department, including purchasing, budgeting, and budget review.

Implementing all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
Implementing strategies to manage suppliers to meet objectives of quality, on-time delivery, cost reduction, leadtime reduction, and service.

Free Lancer
Iternational Comission for Missing Persons,
Tracking and and monitoring Dynamics NAV implementation using a Sure Step tool for the creation and tracking of the project milestones and critical path.
Communicating with clients and implementation team regarding project milestones.

Free Lancer
Liva Energy d.o.o., a company for sales and production of luminaires. Managing implementation of ERP business solution (Microsoft Dynamics NAV 2013) with a real time integration of ERP solution with a software system designed to support discrete manufacturing - Aegis FactoryLogix from initiation to closure.
Responsible for palnning, executing and evaluating project according to the predetermined timeline and budget.
Managing project team, reporting to project sponsor and ensuring the quality control throughout project lifecycle.
Working with project sponsor and stakeholders to complete project charter outlining scope, goals, deliverables, required resources, budget and timelining.
Communicating expectations to team members and stakeholders.
Tracking and reporting on project milestones and providing status reports to sponsor.

November 2010 – April 2013
ASSECO SEE,
Consultant, Banking Software division

Managing and coordinating IT projects in the banking sector from original concept through final implementation. This comprises the implementation of core banking systems, multichannel delivery solutions, branch systems, back-office systems, business intelligence applications, reporting and compliance sensitive applications and risk

management applications in all major Banks in Bosnia and Herzegovina and region. Using both product lines developed on Microsoft and Oracle platform for software solutions. Handling hardware or software problems and faults and referring on to technical specialists;

Organizing and conducting project team meetings.
Preparing and presenting oral and/or written technical reports and project presentations.
Collaborating with Sales in establishing and recommending the most realistic sales goals for the company.

Collaborating with Sales to develop sales strategies to improve market share in all Banking software product lines.
Forecasting annual, quarterly and monthly revenue streams for all Banking software product lines. Analyzing trends and results.
Preparing and delivering customer presentations and demonstrations of the software.
Providing software development plan that meets future needs of clients and markets.
Marketing and promoting a portfolio of products by writing and designing sales literature.
Providing technical advice to customers on all aspects of the installation and use of Banking software, both before and after the sale;
Networking with existing customers in order to maintain links and promote additional products and upgrades;

ASSECO SEE,
Consultant, Card Business unit

Responsible for managing and coordinating projects of implementation and development of special software packages for self-service terminals and their integration with core banking system using both Microsoft and Oracle platforms. Some of the main functionalities included:
• Cash dispensing
• Balance enquiry
• Small statement
• Envelope deposit
• Pin Change
• Mobile top up (off line)
• Bill payment
• Mobile top-up (on line)
• P2P transactions
• Cash in deposit (intelligent)
• Exchange money
• Statement print
• Ticketing

Working closely with the product owner, Sales, and Business Analysts, for understanding the system's Functional and non---functional requirements
Responsible for all aspects of the project over the entire project lifecycle (initiate, plan, execute, control, close).

Free Lancer
Establish d.o.o., a company for finacial, legal and IT consulting (ASA-Prevent group)
Analyzing, identifying and developing solutions for IT system on strategic and operational level.
Advising on software features and how they can be applied to assist in a variety of contexts, such as accounting, manufacturing or other specialist areas;

Preparing and delivering customer presentations and demonstrations of the software.

Juni 2008 – November 2010
Establish d.o.o., a company for finacial, legal and IT consulting (ASA-Prevent group)
Senior software engineer

Analysis, design, development and the implementation of ERP business solution – Microsoft Dynamics NAV in ASA Prevent Group for 27 different cmmpanes inside the group.
Managing projects of integration of ERP business solution Microsoft Dynamics NAV with other IT systems:
• Integration with software for the dealer / brokerage (ASA Brokers - application based on. NET technology)
• Integration with software for production support - Prevent MAX (BH Prevent)
• Integration with software for production support MAT (Prevent Leather factory - application based on PHP technology).

Free Lancer
ABC Food a.d. Ruski Krstur, Srbija
Implementation of Microsoft Dynamics NAV for the organization where the core business is manufacturing of the frozen vegetables.
December 2007. - June 2008.

Gemicro d.o.o Zagreb
Engaged in the development and implementation of information system (called Nova) in the areas of leasing and finance, in all major leasing companies (Raiffeisen Leasing, UniCredit Leasing, NOVA Leasing, ASA Leasing, Hypo Leasing, NLB).
Assignments have included: analysis of existing systems, defining user requirements, software customization, as well as the customer education and support.

September, 2007. – December 2007
Facuty of Electrical Engineering, University of Sarajevo

Teaching Assistant at the course: "Computer graphics and man-computer interaction". The course is placed on the third year of academics program. The course covers the following areas: raster graphics, vector graphics, HTML basics, graphic design basics, film language basics, web design and multimedia, 3D modeling and animation, virtual reality, compositing, broadcast design.

Other skills:

Publications:
"Interactive video virtual tours" , Central Eouropean Seminar on Computer Graphics (CESCG), Bratislava, 2008.