

## PERSONAL INFORMATION

## Ime Prezime

 Broj, Ime ulice Street, Grad (Zemlja)  
 +381 011288\*\*\*\*  +381 64333\*\*\*\*  
 [Astodapisemime@hotmail.com](mailto:Astodapisemime@hotmail.com),  
 <https://www.facebook.com/>

Skype

Sex Male | Date of birth 11/02/1993 | Nationality Serbian

## WORK EXPERIENCE

01 February 2013 – Present

**Call centre operator**

Telekom Srbija a.d., Belgrade (Serbia)

Providing information and technical support for prepaid users of m:ts mobile network.

**Business or sector** Information and communication

November 2012 – April 2013

**AIESEC Communications Team member**

AIESEC Serbia, Belgrade (Serbia)

Making the promotional strategies and material for projects of the organisation, participating in the realization of the projects, media representation, writing, publishing and maintaining the organization's newspaper etc.

December 2012 – March 2013

**PR supporting manager on the Make It Possible Project**

AIESEC Serbia, Faculty of Organizational Sciences, Belgrade (Serbia)

Maintaining relations between project teams, mediating, representing the project through the media (newspapers, TV, radio, web presentation etc.), creating promotional strategies and providing promotional material for the project, executing the press release for the media and public etc.

December 2009 – February 2013

**Amateur Actor**

Studio glume MASKA, Belgrade (Serbia)

Acting in theatre plays in which only acting was not done by approved professionals. Taking part in the creation, production, montage, directing and the realization of the whole project while studying the art of acting.

03 September 2012 – 15  
September 2012**Physical worker**

Papir Servis FHB, Belgrade (Serbia)

Collection and transportation of paper materials for recycling

01 August 2012 – 01 September  
2012**Hand packer**

Dahlia Cosmetics Ltd, Belgrade (Serbia)

Maintaining the packaging of cosmetic products, storage and work on the production line.

01 July 2009 – 20 August 2009

**Call center operator**

Mladinska knjiga BEOGRAD, Belgrade (Serbia)

Providing information, registering sales, contacting and informing company's buyers about the specifics of the summer prize game contest.

**Business or sector** Information and communication

## EDUCATION AND TRAINING

04 July 2012 – Present

### Student

EQF level 6

Faculty of Organizational Sciences, University of Belgrade, Belgrade (Serbia)

Year of Studying: 1/4

Semester: 2/8

Course of Studying : Management and Organization

ECTS: 32/240

Exams: 6/6 (total: 6/44)

Grade Point Average: 9.5

01 September 2008 – 14 June  
2012

### High School Diploma

EQF level 4

Šesta beogradska gimnazija, Belgrade (Serbia)

Grade Point Average: 4,89

01 September 2000 – 25 May  
2008

### Primary/Lower secondary School

EQF level 2

OŠ Stevan Sinđelić, Belgrade (Ser)

Grade Point Average: 5,00

## PERSONAL SKILLS

Mother tongue(s)

Serbian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C1	C1	C1	C1
German	B1	B1	B1	B1	B1
Spanish	A2	A1	A1	A1	A1

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

## Communication skills

- Attentive listener
- Encouraging for the speaker to speak more
  
- Open minded
- Assertive
  
- Ability to share one's thoughts
  
- Condolent (Sympathetic)
  
- Polite
- Extroverted
- Ability to explain a concept differently so that all those present understand it at their level
  
- Ability to be concise and clear
  
- Ability to monitor emotional reactions and filter out irrational thoughts
  
- Ability to project oneself into the audience's point of view
- Ability to use charm and humor when needed
- Convincing and persuasive
- Eloquent
- Ability to change tone and approach in communicating according to the person's character or mood
- Openly expresses ideas
  
- Leads group discussions
  
- Provides well-thought out solutions
- Gathers appropriate information
- Confidently speaks in public
  
- Writes creatively and clearly

gained through life experiences, wide range of social interactions, acting school, seminars, workshops and my work as a call centre operator. Also my newspaper editor, writer and arranger experience as AIESEC Communications Team Member and PR manager.

## Organisational / managerial skills

- Handles details and pays close attention to them
  
- Sets goals
  
- Plans and arranges activities
- Multi-tasks
  
- Makes decisions
- Leadership skills
- Teaches/trains/instructs
  
- Manages conflict
  
- Directs others
  
- Implements decisions
  
- Takes charge
  
- Persistent
- Diligent and devoted

gained through the experience of being obligated to plan in order to keep everything in order because of various activities in which I'm consistent (my studies, job, amateur acting, training, AIESEC etc), also through my work in AIESEC, experiences and classes at the Faculty of Organizational Sciences, my work experience, project involvement etc.

- Job-related skills**
- Skills working in application software such as Oracle TIS, TTS Remedy, ADC, SIMExpress, SDPro, Care etc. (gained through my work as a call centre operator at Telekom Srbija)
  - Skills in working in LINUX (gained through my work experience in Mladinska knjiga BEOGRAD as a call centre operator)
  - Skilled in working on DUMEK machines (example: <http://www.dumek.it/en/riempitrici/> last date 24.5.2013) (as a result of my experience while working in Dahlia Cosmetics Factory)
  - Capable in controlling a palette lifter and packaging of various wrappings and products (gained through experience as a hand packer at Dahlia Cosmetics)
  - Skilled in writing press releases, promotional planes and newspaper articles (gained while managing local office newspaper in AIESEC and working on AIESEC projects)
  - Competent with mobile technologies, telephones and computers (gained in working as a call centre operator at Telekom Srbija)
- Computer skills**
- MS Office package (Word™, Excel™, Access™, PowerPoint™, Microsoft Picture Editor, Outlook™)+ Microsoft Office Visio
  - Audacity (sound editing program)
  - C++
  - Pascal
  - Internet (regularly, private and business)
- Other skills**
- acting
  - film and classical music, scores and soundtrack
  - basketball
  - social
  - talkative
  - feeling
  - exercising
  - writing
  - friendly
  - creative
  - imaginative
  - honest
  - straight-forward
  - adventurous
  - caring
  - committed
  - strong-willed
  - variety of interests
  - reading

## ADDITIONAL INFORMATION

---

### Conferences

- 18 February 2013, Lead by Learning International Conference (Global Leaders' Summit), AIESEC Serbia, Belgrade (Serbia)
  - At the Lead by Learning conference I had the opportunity to learn more about non formal education, to discover new ways of learning, to learn when I teach, to imagine schools of tomorrow. I had the chance to learn how to lead using knowledge, from the world's leaders, companies, government and non government organizations. Also the conference was visited by students from 113 countries of the world and the goal was to motivate students and to show them the use of lifelong learning concept.

### Seminars

- November 2012, Local Leadership Development Seminar (LLDS), AIESEC Serbia, Belgrade (Serbia)
  - At this conference I had the chance to enhance my leadership abilities and skills, while working with a group of people on various group activities. We had the chance to learn what it's like to be responsible for someone other than ourselves. One of the goals was to get shared experiences from other senior members of AIESEC organization, and learn more about the whole aspect of AIESEC and the experience it brings to us.
- November 2012, Karijera bez barijera seminar, Faculty of Organizational Sciences, Belgrade (Serbia)
  - At this seminar I had the opportunity to learn what is needed for proper business communication and also to meet the standards and the needs of our country's job market. I also participated in the discussions involving corruption and nepotism and their impact on our society and labor market.

### Projects

- March 2013, Make It Possible Project, AIESEC Serbia, Belgrade (Serbia)
  - This project was about helping the poor and the reduction of poverty as so in our country and the world in general.
- December 2012 - Present, Open Access to the Entrepreneurship LLL(Life-Long Learning)Education 4 PWDs (Persons With Disabilities) adjusted 4 VIPs (Visually Impaired Persons) ,American International Education Formation, Belgrade (Serbia)
  - This project revolves over the integration and help to the visually impaired persons and the disabled into the modern society workforce. It is created to help them start their own businesses and develop entrepreneurship skills, considering the actual working conditions in our country intensified with economic crisis.