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Profile

Program manager for complex IT and business transformation projects, with strong knowledge about business processes, IT architecture, technologies and business support systems in telco industry

Experience

Project Director, Hrvatski Telekom, Zagreb, Croatia - 2017-2019

Business and IT transformation program, budget 40+ Mil eur , involved 100+ employees and 12+ vendors, Implementing simplified product portfolio for mobile customers and optimised customer facing processes while replacing outdated billing system and transforming very complex IT landscape to micro service architecture as enabler for further company digitalisation.

Accomplishments: leading program for 2 years, transforming its organisation, scope timeline budget to release 40% initially plan budget. Completing design and system integration test for pilot phase with new scope.

Act IT Director, Crnogorski Telekom, Podgorica, Crna Gora - 2015-2016

I was managing IT sector with 54 people, during stability period, while colleague was on maternity leave.

Accomplishments: Operationally stabilising the system in parallel with completely changing product portfolio in all business lines and implementation of first fully convergent product - Magenta 1.

Program Technical lead, Crnogorski Telekom, Podgorica, Crna Gora - 2013-2015

Company transformation project, budget 10+ Mil Eur, involving 6 vendors and 100 employees.

Accomplishments: Optimising business processes and products together with replacement of IT business supporting systems supporting fully convergent processes and products. Introducing IT architecture enabling further digitalisation and scaling.

Replacement of 5 rating and billing systems for all business lines (prepaid, postpaid mobile, fixed line, internet and interconnection) with 1 system. Introduction of one professional CRM for all line of business. Replacement of 3 OSS systems with 1. Migration to new DWH system, Migration of all services

and customer segments of Crnogorski Telekom, identifying one customer across different business lines .Introduction of real-time charging for post-paid mobile subscribers.

My role covered leading the teams during RFQ and implementation phase. In RFQ: leading the technical team for preparation of RFQ, vendor evaluation, preparing decision proposals and contract negotiations During Project implementation phase leading technical implementation team, up to 56 people from IT and NT area.

Business support systems department manager, Crnogorski Telekom, Podgorica, Crna Gora - 2007-2013

Managing department of up to 26 people. Responsible for operation, maintenance and development within fixed line and mobile post-paid business support systems.

IT Project Manager, ProMonte GSM Podgorica, Crna Gora - 2003-2007

Technical lead for complex IT and business projects (budget cca 1 mil eur, involved cca 20-30 employees), like New DWH implementation, billing system migration.

Billing system consultant, Schlumberger/Sema - Milan Office - 2001-2002

Billing system migration project, for client Vodafone Malta Ltd. I was DBA and member of the international team of consultants performing successful migration of billing system, delivered on time and budget.

Billing system administrator, ProMonte GSM Podgorica, Crna Gora - 1996-2001

Responsible for operational tasks, implementing and testing new features. Involved in billing system related projects including the start up of the first GSM mobile network in Montenegro.

Education

University of Montenegro, bachelor of Mathematical Science - Information technology

Skills

Proven project management skills, Sig Sigma Black Balt certificate. Strong technical IT background and knowledge about IT technology trends, with Oracle DBA certificate. Detailed knowledge about business processes and IT support systems for telco industry. Experienced with vendor and people management. Python and Introduction to Data Science - MIT Certified training, SQL,PISQL,

Fluent in English
