

NEBOJSA ZUGIC



Contact

DATE OF BIRTH
15.07.1988.

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LINKS
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Skill Highlights

- People management
- Time management
- Capable to deliver quality results quickly
- Bring positivity and communicate openly
- Analytical

Programming Language:

- SQL (basics)
- DAX & Power BI

Summary

With 8 years of experience in banking industry, primarily as a Senior Specialist and Analyst for PI and SME segments, I have developed a robust understanding of the financial industry's intricacies. Additionally, my tenure of 1.8 years in the service industry allowed me to hone my skills in managing and delivering exceptional customer service. As an Operation Manager in local Glovo team, I successfully led teams and streamlined operational processes to meet business objectives. My current role as a Business Intelligence Consultant and Power BI Developer in the IT industry has allowed me to showcase my technical skills in analyzing data, developing and implementing data visualizations and dashboards as well as communicating insights to stakeholders. My ability to adapt to new environments quickly, coupled with a result-driven mindset, has enabled me to thrive in diverse work settings. As a dynamic and highly proficient professional, I am confident in my ability to contribute significantly to any organization.

Experience

Business Intelligence Consultant | Power BI – 10/2022 – ongoing
Rubi Works (remote)

Solving problems that require broad range of analytical, technical, and creative skills such as: Business Intelligence, Power BI solutions (dashboards) and Workflow automation

Operations Manager - 09/2021 – 09/2022 (11 months)
Glovo, Podgorica (Montenegro)

As an Operation Manager, responsibility to build sustainable and long-term supply structure as well as engaging and retaining couriers is a priority number one.

- 360 business overviews / impact
- Accountability of operation KPI's and being always on top of it
- Optimization of cost per order while improving UX
- Manage communication with Third-Party Logistics Providers (3PL) related to the fleet
- Understand, deep-dive and have a complete understanding of the local supply situation at all times
- Analyze daily and weekly operation metrics with a macro view of the long-term success of the city

Glover Specialist & Acquisition – 03/2022 – 09/2021 (6 months)
Glovo, Podgorica (Montenegro)

As a Glover Specialist, main focus are couriers and everything related to them.

- Recruit, train and onboard the entire fleet of couriers. Plan in advance, according to forecast, ideal fleet and base on that proceed to the onboarding process.
- Be there for the couriers when they need support
- Ensure that all couriers are properly trained and prepared to provide feedback
- Take care of procurement, ensuring that all Couriers receive the work kit and are ready to spread the Glovo brand

Senior Specialist for Portfolio analyst – 10/2016 – 03/2022 (4y, 6m)
Addiko Bank AD Podgorica (department: Retail Risk Management)

- Monthly reporting to internal and external stakeholders on the quality of portfolio movements
- Portfolio management, analysis, reporting, definition and implementation of strategies
- Identifying the problematic part of the portfolio, proposing conclusions and solutions / improvements to processes and products
- Product KPI's monitoring, review of products in cooperation with other organizational units

Underwriter – 05/2015 – 10/2016 (1y, 6m)

Addiko Bank AD Podgorica (department: Retail Risk Management)

Education

Master of Economics: **Management Information Systems** – 2014 at **University of Montenegro** (Awarded Master thesis for the 2015. year by the decision of the expert committee (University professors and experts of the Central Bank).