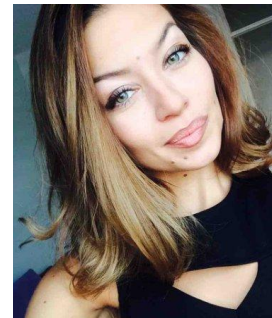


# Melisa Cengic

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## Connect with me:



<https://www.linkedin.com/in/melisa-spirtovic-b09b0ab8/>

## SUMMARY

Experienced Quality Manager with a demonstrated history of working in the quality assurance department, as well as certified public accountant with a Bachelor's Degree focused in Direction: Economics; Stream: Macrofinancial Management from School of Economics and Business Sarajevo, University of Sarajevo, Bosnia and Herzegovina. International work history background with a profound interest in languages, communication and oral presentations.

## SKILLS

Management	Negotiation
Strategic Planning	Research
Project Management	Customer Experience
Analysis	Foreign Languages
Training	Professional Responsibility
Social Media	Flexible Approach
Analytical skills	Articulate Presenter
Time Management	Event Management

## WORK HISTORY

01/07/2015–Present

### **Quality Assurance Manager** **Verifikacioni Laboratorij "Verlab" doo Sarajevo, Sarajevo (Bosnia and Herzegovina)** **www.verlab.ba**

- Quality management system, maintaining office policies and procedures according to BAS/EN ISO/IEC 17020:2013 and ISO 9001:2015
- Accounting and financial services (bookkeeping, issuance of invoices, payroll operations, VAT accounts and tax calculations, electronic banking, cash managing, collection of claims, preparing financial reports)
- Administrative tasks and office support services (incoming and outgoing mail; making travel, meeting and event arrangements; supervising purchasing processes and selecting vendors;
- Client relations, support and communication
- Preparing tenders according to the Public procurement with various contracting author

21/04/2015–20/08/2015

**Project assistant at Joint UNESCO, UNICEF & UNDP Project "Dialogue for Future" -"Mutual future based on mutual interests"**

Bosnia and Herzegovina Medical and Biological Engineering Society, Sarajevo (Bosnia and Herzegovina)

<http://dmbiubih.org/dijalog-za-buducnost/>

- Budget preparation
- Litigation of expenses
- Preparation of financial and narrative reports
- Drafting contracts for participants and organizers
- Service contracts payments

21/06/2016-present

**Assistent in the Organizing Board for International conference on medical and biological engineering CMBEBIH2017**

Bosnia and Herzegovina Medical and Biological Engineering Society, Sarajevo (Bosnia and Herzegovina)

<http://cmbebih.com/>

- Securing sponsors for conference activities (initial contacts, following correspondence, contracts, issuing invoices)
- Translation services
- Arranging Invitation letters and visa requests for foreigners, cooperation with Service for Foreigners' Affairs within the B&H Ministry of Security

27/09/2013-02/10/2014

**Cabin Crew - Stewardess**

***Faculty of Electrical Engineering Sarajevo, University of Sarajevo —Zmaja od Bosne bb, 71000 Sarajevo***

Emirates Airlines, Dubai (United Arab Emirates)

Customer service delivery (team work among many different nationalities; intense training which included safety & emergency procedures, security, group medical training; adopting to night shifts and changing circumstances, switching time zones, giving and receiving feedback; selling duty free.

## **EDUCATION**

**28/03/2016–10/11/2016 : Completed training in subjects Accounting and Auditing**  
Edukativno konsultantska kuća BSG Fincons, Sarajevo (Bosnia and Herzegovina)

**05/12/2016 : Completed training in Conformity assessment - BAS/EN ISO/IEC 17020**  
BATA - Institute for accreditation of BiH, Sarajevo (Bosnia and Herzegovina)

**24/10/2011–Present : Master's Degree School of Economics and Business Sarajevo,**  
University of Sarajevo, Sarajevo (Bosnia and Herzegovina) Master's Thesis in progress: "Cost-effectiveness of the accreditation process in health institutions in Bosnia and Herzegovina"

**13/10/2008–05/07/2011: Bachelor's Degree School of Economics and Business Sarajevo,**  
University of Sarajevo, Sarajevo (Bosnia and Herzegovina) Direction: Economics; Stream: Macrofinancial Management

**01/09/2004–06/05/2008: Economic technician High Economic School,**  
Sarajevo (Bosnia and Herzegovina) Best student in generation 2004 / 2008

## **CERTIFICATIONS**

1. Certified Public Accountant Savez računovođa, revizora i finansijskih djelatnika Federacije Bosne i Hercegovine
2. Goethe - Zertifikat B1, Number: 01576-B1-00922-14

## **ADDITIONAL INFORMATION**

1. Driving licence B
2. Languages: Mother tongue BHS, German and English