

Melisa Kadić

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SUMMARY

Office and Quality Manager with a Bachelor's Degree focused in Direction: Menagment, department of Accounting and Auditing. MSc in Economics, department of Macrofinancial Management, School of Economics and Business Sarajevo, University of Sarajevo, Bosnia and Herzegovina. Accounting experience with good interpersonal communications in business environment and oral presentations.

Management

Research

Staregic Planning

Customer Experience

Project Management

Foreign Languages

Analysis

Professional Responsibility

Training

Flexible Approach

Social Media

Articulate Presenter

Analytical skills

Event Management

Time Management

Negotiation

WORK HISTORY

12/2017-Current

Verlab Ltd. Sarajevo, Bosnia and Herzegovina — Ismeta Mujezinovica 30 Office and Quality Manager

-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; makingtravel, 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

10/2016-12/2017

Driving school "Maxline"

- Operational and administrative work, correspondence with business partners, work in the accounting and bookkeeping program Pantheon (production of bids and invoicing of customer service, calculation and submission of VAT registration, salary calculation, statement of changes in account balance, cash register)

02/2013-09/2013

Face TV

- marketing manager
- contract negotiation for the various forms of advertising
- creator of both simple and complex advertising campaigns

CERTIFICATIONS

12/2013-05/2014

RODA (Association for Research and Organizational Development)-

ECDL (European Computer Driving Licence) Start Certificate

- knowledge and skills necessary for the systematic planning of career development, writing a biography, successful communication in the working environment, managing the changes that are happening in our society, ability to adapt during problem solving, creative thinking, efficient management of own resources, team work, successful team leadership
- *Xpert PBS Certificate(Personal business skills)*
- Successful organisation and project implementation
- Problem-solving and development of ideas
- Informed decision-making and responsible action
- Constructive team work
- Group conflict resolution
- Successful facilitation of meetings

EDUCATION

10/2013–10/2017

Master's Degree School of Economics and Business Sarajevo,

- University of Sarajevo, Sarajevo (Bosnia and Herzegovina)

09/2009–07/2012

Bachelor's Degree School of Economics and Business Sarajevo,

- University of Sarajevo, Sarajevo (Bosnia and Herzegovina)

Direction: Economics; Department: Accounting and Auditing

09/2005-05/2009

Gymnasium “Visoko”

**ADDITIONAL
INFORMATION**

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