

# Marko Radmanovac



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Communicative, assertive, creative, flexible, excellent time management, team oriented. Capable of working under pressure. I love sports, water polo, football, basketball, I train regularly. I enjoy walking and reading.

## Education

- 2017 – Present **Faculty of management FAM, Belgrade**  
Academic studies: Business Economics
- 2016 – 2017 **ITAcademy, Belgrade**  
Course: PHP Development  
Acquired title: PHP programmer
- 2006 – 2009 **Megatrend University, Belgrade**  
Academic studies: Management  
Acquired title: Economist
- 2000 – 2004 **Gymnasium, High School, Krusevac**

## Work experience

- Jul 2020 – Present **Banca Intesa a.d. Beograd**  
**Position: Team leader for Retail Teller**  
Work assignments:
  - Defining and managing transaction services;
  - Feasibility analysis of the realization of requirements for the development of new and improvement of transaction services;
  - Parameterization of new and changes to existing transaction services;
  - Creation of requests for application changes;
  - Defining and optimizing the process of performing transaction services.
- Mar 2011 – Jul 2020 **Banca Intesa a.d. Beograd**  
**Position: Business analyst, specialist**  
Work assignments:
  - Defining requirements for application changes of all applicative solutions used in business with individuals and small businesses;
  - Work with tools that define the characteristics of products, services and prices;
  - Participation in the preparation of contract documentation and maintenance of documentation;
  - Participation in creating of procedures and user manuals.
- Sep 2007 – Mar 2011 **Banca Intesa a.d. Beograd**  
**Position: Mortgage Loan Advisor at the Mortgage Loan Center (Intesa Casa)**  
Work assignments: Introducing clients to the current offer of the Bank, sale and realization of mortgage loans, performing insurance representation activities.
- Mar 2007 – Sep 2007 **Banca Intesa a.d. Beograd**  
**Position: Client Advisor (individuals)**  
Work assignments: Identifying customer needs, introducing customers to current products and services of the Bank, acquisition and sale of credit products.
- Apr 2006 – Mar 2007 **Banca Intesa a.d. Beograd**  
**Position: Teller**  
Work assignments: Working with clients, active participation in the sale of Bank's products and services.

## Projects, courses

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### **Implementation of FLEX CUBE application in order to replace the existing CORE system (2017 - 2020)**

Participation in the Core application modification for the following activities:

- Teller application - all transactions used in the teller's business;
- Authorization for debit cards of individuals and legal entities;
- Standing orders for credit card;
- Standing orders for Utility Providers.

Tasks on the project: GAP analysis, analysis of the offered solution and proposal of change in the part where the solution is not adequate, parameterization of the new Core system, testing of delivered solutions, defining process phases, participation in writing user instructions, participation in training and support to employees in the business network.

### **Development of an application solution for debit and credit cards (2017 - 2018)**

Tasks on the project:

- Participation in the team for GAP analysis of the existing solution and new software for working with debit and credit cards;
- Implementation of a new system for authorization of spending on debit cards of individuals and legal entities, setting up control mechanisms when posting spending on accounts of individuals and legal entities for payment by debit card.

### **Application development (SUPER), software solution for creating, defining and managing processes for credit products, deposits and payment accounts (2014 - 2017)**

Tasks on the project:

- Defining product catalogs, development and work in additional tools;
- Defining the process flow for products in the business network and other sales channels;
- Defining roles in the process;
- Defining decision criteria;
- Defining the printing of contract documents;
- Price editor and additional costs for products;
- Defining target groups, harmonizing prices and products for target groups;
- Customer segmentation and defining target groups for pre-approved credit products;
- Application integration with CORE system.

### **Application development (SUPER), software solution for processing requests for credit products, deposits and payment accounts (2014 - 2017)**

Tasks on the project: Defining control mechanisms for loan request processing, defining test scenarios for testing functionality.

### **Implementation of the Law on Protection of Financial Services Users (2011)**

Tasks on the project: Defining requests for law implementation, testing the changes made in the part of business with individuals and small business.

## Languages

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Language	Understanding	Writing	Reading	Speech
English	Advanced level	Advanced level	Advanced level	Advanced level
Greece	Basic level	Basic level	Basic level	Basic level

## Skills

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Internet Office package (Word, Excel, PowerPoint)  
PHP, HTML, CSS, JavaScript, MySQL, PL/SQL

## Other

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**Driver's license:** B category