



## Natalija Jovanovic

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| [Date of birth](#) 07/10/1994

### PROFESSIONAL PRACTISE

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#### July 2017- August 2017 [Business Support Intern at Vip Mobile d.o.o](#)

- CRM customization and technical support
- Introduced new features, bug fixes and made changes to existing functionalities of the application
- Testing of general IT controls
- Responsible for database maintenance, SQL Server 2008
- Review and analysis of customer information systems
- Internal documentation processes (creating test templates and translating)

#### [Implementation of standard ISO 27001 in DHL Express Post](#)

15/03/2017-June 2017

- Information security management
- Gap analysis
- Document creation process
- Compliance assessment process

#### [Digital Marketing at Vitez Fest](#)

14/04/2016- 24/04/2016

- Maintain and execute all web
- Social media
- Display advertising campaigns

#### [Participation in Student Exchange Program Work and Travel in USA](#)

18/05/2016-21/09/2016

Server in restaurant-take/serve orders and answer questions

## EDUCATION AND TRAINING

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- 2013-Present Faculty of Organizational Sciences, University of Belgrade,  
Belgrade (Serbia)  
Bachelor of Science, Information Systems and Technologies
- 2009-2013 Gimnazija, Smederevo (Serbia)

## ADDITIONAL ACTIVITIES

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- Software system for trading business operations (Client/ Server Application in Java)
- Project about stock exchanges and stochastic indicator in MatLab R2009A
- Physical design of information System of the OTP Bank Analysis IDEF1X, UML, Sequence diagram, Relationship map and Software Application in Java)
- Business plan and Internet marketing for restaurant
- Introduction to Object Oriented Programming Concepts in C#
- Use of social networks in API web applications
- Project description of business activities transporting system (Use Case diagrams- BPMN and UML)
- Data analysis using SPSS
- Project in the field of network planning using MS Project
- Web design (HTML, CSS, WordPress)
- Use of linear programming in car industry, solving the mathematical model using software LINGO
- Database design for the needs of "MUP Republike Srpske"(SSA, PMOV, relation model), using MS Visio and Access

## OTHER SKILLS

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- Language Skills English-Sertificate from Oxford Centar- Upper Intermediate  
Spanish-Diploma Elemental de Castellano-A1,A2,B1,B2  
Italian -Il Corso di Lingua Italiana di Livello Elementare
- Computer Skills Java(BlueJ,Eclipse, NetBeans), C#(Visual Studio), MySQL,, Matlab, PHP, XML,  
Microsoft Office(Word, Excel, PowerPoint), MS Project, SPSS, Signavio,Internet (Web  
browsing),Web design (HTML, CSS, WordPress), Software Lindo and Lingo,GPSS, CSMP,  
Blender, MetaTrader 4, Blender
- Driving licence B