



# Dušan Romčević

An extrovert, communicative and open minded person. Team player and team motivator. Highly developed analytical and problem solving skills after 2+ years of experience in demanding and dynamical, ever-changing corporate support world. Advocate of continuous improvements and proactive approach. Eager to accept new challenges.

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📍 Belgrade, Serbia

## WORK EXPERIENCE

### Field Service Coordinator/Service Planner (for UK midlands market)

10/2016 – Present

Belgrade

NCR Corporation

- Proactively planning, prioritizing and assigning all outstanding tasks for Customer Engineers. Monitoring and controlling the assigned tasks for correct and timely closure. Maintaining effective communication with third-party services and Customer Engineers.
- \*\* **Instructor and team dedicated planner**\*\* – providing training to new colleagues, supervising the team, optimizing the planning, delegating tasks and duties to the team, monitoring critical customers.

### Trading Assistant, Category management department

01/2016 – 04/2016

Belgrade

Mercator Serbia

- Analyzing the competitors offers, Creating promotions and special discount offers, Assisting in retail supplies management, supporting the procurement of the necessary goods, negotiating with the suppliers.

### Indirect Procurement Assistant (Internship)

04/2015 – 09/2015

Belgrade

Delhaize Group Serbia

- Analyzing supplier's offers, providing information to Category management, analyzing tender performances, making questionnaires for suppliers, making analytical comparison forms.

### Promoter and Staff

08/2012 – 12/2014

Belgrade

Rapsody Travel

- Promoting company's arrangements, cooperating in organization of company's projects, leading an own promotional team.

### Quality Assurance Assistant (Faculty internship)

08/2011

Belgrade

DHL International

- Alignment of Company procedures and policies according to ISO 9001 and ISO 14001 standards audits.

## EDUCATION

### Marketing Engineering

Faculty of Organizational Sciences, University of Belgrade

🎓 10/2018

*MSc Degree*

### Quality Management

Faculty of Organizational Sciences, University of Belgrade

🎓 03/2015

*BSc Degree*

### Telecommunications

High School of Electrical Engineering "Nikola Tesla", Belgrade

🎓 05/2006

## SKILLS

MULTITASKING

ATTENTION TO DETAIL

TEAMWORK

DECISION MAKING

TASK MANAGEMENT

CUSTOMER SUPPORT

TEACHING

ANALYTICAL APPROACH

DELEGATION

LISTENING

COMMUNICATION

PLANNING

PROBLEM SOLVING

TIME MANAGEMENT

## COMPUTER SKILLS

- Excel, Word, Power Point, Outlook (intermediate level)
- Excellent internet browsing skills

## LANGUAGES

Serbian – native

English – advanced

Spanish – beginner

## OTHER

- Owing a B category driving license with a clean record.
- Into fitness, cycling, running, swimming.