# CV

# CURRICULUM VITAE

**MSc JELENKOVIĆ ANA**

1. **GENERAL INFORMATION**
* **Family name:** Jelenković
* **First names:** Ana
* **Date of birth:** 01/09/1984**.**
* **Place of birth:** Stubal, municipality of Aleksandrovac
* **Nationality:** Serbian
* **Martial status:** Single
* **Education: M**aster of engineering management

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| **Institution** | College of vocational studies for business and industrial management, Krusevac |
| **Date** | 2008 |
| **Degree(s) or Diploma(s) obtained** | Graduate industrial manager |
| **Thesis:** | Implementation of ISO standards in order to improve the process of wine production in VINO Župa AD |

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| **Institution** | Faculty of Industrial Management, Krusevac |
| **Date** | 2009. |
| **Degree(s) or Diploma(s) obtained** | Engineer of Industrial management |

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| **Institution** | Faculty of Mechanical Engineering Kragujevac |
| **Date** | 2013. |
| **Degree(s) or Diploma(s) obtained** | Master of engineering management |
| **Thesis:** | Leaders influence in development of entrepreneurship - a case study |

1. **LANGUAGE SKILLS:**

English

1. **AUTHORIZATIONS AND CERTIFICATES**
2. Certificate of Attendance Seminar *Innovative marketing* – ASEE ltd, 29.-30.05.2013.
3. Certificate of attendance seminar *Training of employers to independently perform jobs occupational safety and health at work*, International labour organisation and Union of employers of Serbia, Kruesevac, 14.07.2009
4. Certificate of attendance Scientific conference *QUALITY SYSTEM CONDITION FOR SUCCESSFUL BUSINESS AND COMPETITIVENESS*, november 2010
5. Certificate of attendance Scientific conference *QUALITY SYSTEM CONDITION FOR SUCCESSFUL BUSINESS AND COMPETITIVENESS*, Vrnjacka Banja, november 2011
6. Certificate of attendance Scientific conference *QUALITY SYSTEM CONDITION FOR SUCCESSFUL BUSINESS AND COMPETITIVENESS*, Vrnjačka banja, november 2012
7. Certificate of attendance Scientific conference *QUALITY SYSTEM CONDITION FOR SUCCESSFUL BUSINESS AND COMPETITIVENESS*, Krusevac, november 2013
8. Certificate of attendance seminars as part of the project *Improving the business culture*, Krusevac, june 2013
9. Lead auditor training course ISO 9001:2008, Nigel and Bauer associate. february 2014
10. Certificate of accomplishment (online)
11. **MEMBERSHIP IN PROFESSIONAL ASSOCIATIONS:**
* Secretary of the Association for Quality and Standardization of Serbia
* Secretary of the Organizing Committee Scientific conference "Quality System condition for successful business and competitiveness **"**
* Member of Council for career guidance and counseling at the National Employment Service.
* Member of supervizory board of Association for Quality and Standardization of Serbia
* Editor of Proceedings "Quality System condition for successful business and competitiveness" (2010-2013)
* Editor of the Monograph "Quality System condition for successful business and competitiveness 1998-2013"
1. **OTHER SKILLS**:

**IS**: Operating system Windows 98, ME, 2000, XP, Windows 7, MS Word, Power Point, Excel, Corel draw, MS office Access, MS Office Visio,

1. **PROFESSIONAL EXPERIENCE:**

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| Year | Place (location) | Company/Organization | Pozition at company / organization |
| 2008-2009 | KŠ | MP project | Apprenticeship jobs |
| 2009-2011 | KŠ | MP Project | Consulting jobs |
| 2010- | KS | Association for quality and standardization of Serbia | Secretary od Association and secertary of organizing comitee of scientific conferece |
| 2011- | KŠ | AQP agency for consulting | Consulting jobs |

1. **KEY COMPETENCES:**
* ***Učestvovanje u obukama:***
	+ Training Employers of Krusevac, Krusevac, July 2009 - Employers Training to independently perform its safety and health work
	+ Training of employers, Belgrade, 10th November 2009 - Training for Employers
	+ Training of employees NIKOM, Kragujevac, 01/12/2009. - Fundamentals of ISO 18001 and the Occupational Safety and Health at Work
	+ Training of employees NOVART, Kragujevac, 10/12/2009. - Fundamentals of ISO 18001 and the Occupational Safety and Health at Work
	+ Training employers of Mladenovac, 19/06/2010 - Training of employers to independently perform its safety and health work (entrepreneurs of different professions)
	+ Training employers of Mladenovac, 14/08/2010 - Training of employers to independently perform its safety and health work (business: entrepreneurs of different professions)
	+ Training employers of Mladenovac, 10/02/2011 - Implementationg standards in the market competitiveness
	+ Training employers of Mladenovac, 17/03/2011.- Training employers in the field of safety and health at work (different occupations)
	+ Training employers of Mladenovac, 15/06/2011. - Training of employers in the field of safety and health at work (different occupations)
	+ Training employees of Public Utility Company ČISTOĆA, 19/05/2012., Kragujevac - "Business behavior, business etiquette and time management"
	+ Training employees of VODOVOD Krusevac, 10/07/2012., "Business conduct, business etiquette, and time management"
	+ Training employees of VODOVOD Krusevac, 12/07/2012., Fundamentals of OHSAS 18001
	+ Training employees, VODOVOD, Krusevac, 12/09/2012., "Team and teamwork"
	+ Training employees, Public Utility Company ČISTOĆA Kragujevac 29/09/2012., "Team and teamwork"
	+ Training employees of local government, public and public utility companies, Business Incubator Center Krusevac, "Business conduct, business bontotn and time management, part of the project Improve the business culture".
	+ Training employees of local government, public and public utility companies, the Business Incubator Center Krusevac, Team and teamwork within the project improve the business culture
	+ Training employees of local government, public and public utility companies, the Business Incubator Center Krusevac, business communication and negotiation skills, part of the project Improve the business culture
	+ Training employees of local government, public and public utility companies, the Business Incubator Center Krusevac, employee motivation, part of the project Improve the business culture
	+ Training employees of local government, public and public utilities, 10/06/2013., Business Incubator Center Krusevac, Measuring customer satisfaction / service users part of the project Improve the business culture
	+ Training employees of employees in the local government of the Municipality of Pećinci 25-26/06/2013. on the topic: Business behavior, business etiquette and time management
	+ Training employees of the local government at Municipality of Pećinci 15-16/07/2013. " Team and teamwork"
	+ Training employees of the local government at Municipality of Pećinci, 04/09/2013.godine on: Business communication and negotiation skills
	+ Training employees of the local government at Municipality of Pećinci 15-16/09/2013. on topics: Motivation in organization
	+ Training employees of the local government of the Municipality of Pećinci, 03/10/2013. on topics: "Training of employees for safe and healthy work"
	+ Training employees of High School Dormitory Pane Djukic Limar, Krusevac, 10/10/2013. on the topic: Business behavior, business etiquette and time management
	+ Training of Public Utility Company ČISTOĆA, Kragujevac, 12/10/2013. topics: "Business communication and negotiation skills"
	+ Training employees of High School Dormitory Pane Djukic Limar, Krusevac, 15/10/2013. topics: "Team and teamwork"
* Preparation for the National Business Excellence Award " Oscar of Quality 2010", Ukras, Veliki Popovic.
* Preparation for the National Business Excellence Award "Oscar of Quality in 2013," High School Dormitory Pane Djukic Plumber ", Krusevac
* Preparation for the National Business Excellence Award "Oscar of Quality in 2013," Municipal Administration Pećinci, Pećinci
* Participation in consulting services for implementation of ISO 9001:2008 i OHSAS 18001:2008 u sledećećim kompanijama.
	+ Ukras, Veliki Popović (SRPS ISO 9001:2008)
	+ JKP Čistoća (SRPS OHSAS 1800:2008)
	+ Jkp Vodovod Kruševac (SRPS ISO 9001:2008, SRPS OHSAS 18001:2007)
	+ VOJVODA PRIJEZDA STALAĆ (SRPS ISO 9001:2008)
	+ MILOŠEVIĆ DOO ( 9001, 18001)
	+ SLOGA D.O.O (9001, 18001)
	+ NIKOM (18001)
	+ NOVART (18001)
1. **SCIENTIFIC PAPERS**

**Papers in journals of national importance**

1. Punoševac,Z.Jelenković, A., Punoševac M., Jovanović, M., Menadžment timskim radom, XIII scientific conference "Quality System condition for successful business and competitiveness", Vrnjačka Banja, novembar 2011.godine
2. Punoševac, Z., Jelenković A, Punoševac M.,: Put do uspešne organizacije, XV national scientific conference "Quality System condition for successful business and competitiveness", Kruševac, novembar 2013.godine
3. Arsic, M., Lojančić, R., Arsic, S., Jelenkovic, A., Arsic, V. - Značaj primene baze znanja u tekućim projektima, Proceedings XV national scientific conference "Quality System condition for successful business and competitiveness", pg.1-5, Krusevac, 2013
4. Dimitrijevic, M., Derdemez, I., Kanalic, E., Jelenkovic, A., - Innovation management as a competitive advantage, RADMI 2013, Kopaonik, 2013
5. **PROJECTS AND ELABORATE :**
* "Creating partnerships to reduce the informal economy in Serbia" Donor is the European Union, the project Progeto Svillupo partner Union of Employers of Serbian, 2010-2011. In collaboration with two other partners United Branch Trade Unions, Nezavisnost, and the Federation of Independent Trade Unions of Serbia envisages organization of seven seminars in Subotica, Loznica, Kruševac and Belgrade, and research on the informal economy in the branches of tourism, construction and agriculture.