



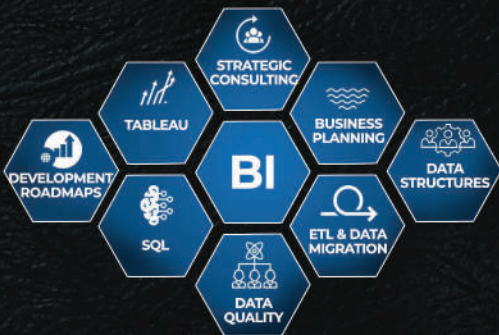
## PROFILE

I am an experienced Business Intelligence Analyst with a track record of leveraging data to drive business success. For over a decade, I have excelled in managing outsourcing activities, developing cutting-edge information systems, and leading B2B web-based portals. Notably, I designed a bespoke solution for ASUS, serving the Western Balkans region. This portal addressed reporting, charting, and business intelligence requirements, utilizing technologies like PHP, MySQL, FusionCharts, and NetBeans.

I'm dedicated to staying at the forefront of the field and am currently advancing my education at the University of Belgrade, Faculty of Organizational Sciences, focusing on optimizing data quality in ETL processes as part of my pursuit of a Master's degree.

My commitment to innovation extends to integrating modern data tools like Tableau and PowerBI, enhancing my ability to deliver data-driven insights. I'm eager to contribute my extensive experience and advanced skills to a dynamic team, enabling businesses to unlock their data's full potential.

## PROFESSIONAL INTERESTS



Type: Protagonist ENFJ-A

EXTRAVERTED INTROVERTED

61% Interaction with environment 39%

INTUITIVE OBSERVANT

63% Mental energy direction 37%

THINKING FEELING

63% Decision making 37%

JUDGING PROSPECTING

53% Tactics in work and planning 47%

ASSERTIVE TURBULENT

53% Confidence in abilities & decisions 47%

# MILUTIN KAŽIĆ

## PROLIFIC BUSINESS INTELLIGENCE & DATA ANALYST



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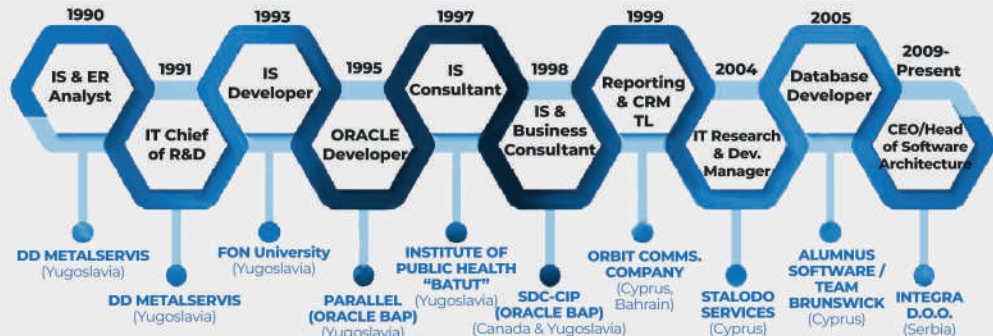
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Belgrade, Serbia



## PROFESSIONAL EXPERIENCE

### CEO / Head of Software Architecture

Integra Ltd. [Outsourcing for ASUS West Balkans]

08|2011  
PRESENT

Belgrade, Serbia

- Spearheaded the end-to-end design and development of a robust B2B portal tailored for ASUS West Balkans, powered by PHP and MySQL.
- This dynamic online system efficiently serves a user base of over 650 individuals, categorized into five distinct roles.
- I have meticulously crafted this portal to track and manage the business and promotional endeavors of ASUS partners across the region, providing a diverse range of real-time reports and visually engaging charts to pertinent stakeholders.

### KEY STAKEHOLDERS

ASUS WB Leadership Business Intelligence Marketing Distributors & Dealers

### TOOLS USED

PHP MySQL Tableau

### CEO / Head of Software Architecture

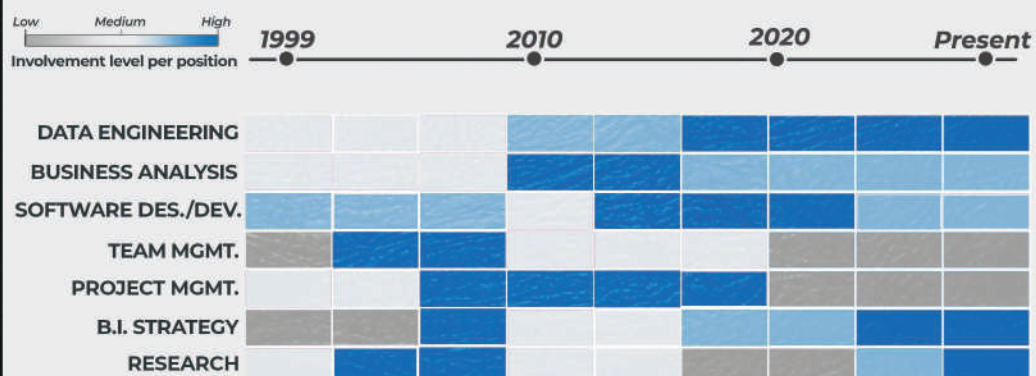
Integra Ltd. [Representing Untis, Austria]

01|2011  
08|2014

Belgrade, Serbia

- Led the implementation of timetable development solutions for high schools, representing Untis Timetabling Solutions (untis.com) within the Serbian market in an attempt to empower educational institutions with efficient scheduling and resource allocation.
- My role included guiding schools in streamlining complex timetables, promoting optimal resource utilization, and ensuring the smooth execution of educational programs.
- This experience, though initially challenging, served as a valuable lesson learned. It compelled me to adapt my business strategy and enriched my expertise, guiding me towards a more resilient and flexible approach in my software development and analytics endeavors. It reinforced the significance of continuous evolution and adaptability in the ever-changing landscape of business.

## BUSINESS AREAS HEATMAP







## FORMAL EDUCATION

**Graduated** from the Faculty of Organizational Sciences, Belgrade, Department of Cybernetics and Computer Science, 1990.

Currently a **candidate for Master of Science degree** at the same school focusing on Data Quality in ETL processes.

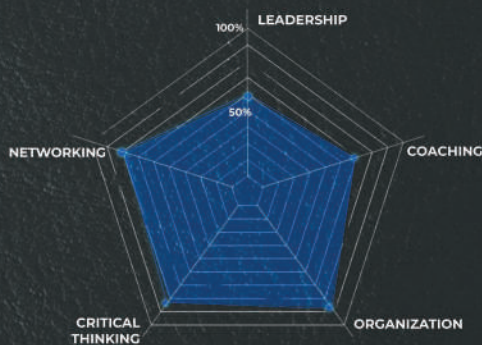


## KEY SKILLS - SCALED

### Business Intelligence Skills



### Soft Skills Perceptual Map



## LANGUAGES

### ENGLISH



### SERBIAN



## PROFESSIONAL EXPERIENCE

### CEO / Head of Software Architecture

*Integra Ltd.*

08|2009

08|2011

- Pioneering innovation in the Serbian market, I undertook the design and development of one of the first e-book products. This endeavor encompassed not only conceiving the idea but also meticulously guiding its transformation from hard copy content to a secure digital format, distributed on electronic media, notably CDs. My efforts marked the genesis of a transformative journey.
- This initial concept acted as a springboard for a broader initiative—the development of a web platform, subsequently evolving into an online bookstore specializing in University and high school textbooks. As the driving force behind this transformation, I played a dual role, both as the visionary who conceptualized the idea and as the leader who steered its development.
- Today, this website stands as a testament to our original mission and has risen to become one of the most esteemed and popular destinations within its niche. This journey underscores the power of ideation, innovation, and execution in the world of digital content and education.

E-COMMERCE

INNOVATION

PUBLISHING

MARKET RESEARCH

CX

### CRM SUPPORT TEAM LEADER REPORTING TEAM LEADER

*ORBIT Communication Company,  
Limassol Cyprus, Al Manama, Bahrain*

01|1999

07|2004

ORBIT, now merged into OSN, was a pioneer in the telecommunications industry during the late 1990s and early 2000s. Today, as part of OSN, the company continues to deliver innovative solutions in the rapidly evolving field of digital communication and entertainment. During my tenure, I had the privilege of contributing to the development and maintenance of key business intelligence systems, where I honed my skills in report writing, application support, and team leadership.

- Held the role of Report Writing Team Leader at ORBIT Communication Company, effectively overseeing a team of Powerhouse Report Writers to ensure smooth operations.
- Managed the complete lifecycle of report requests, from initial logging and analysis to estimation and diligent progress monitoring, providing transparent weekly updates to stakeholders.
- Spearheaded the development of robust reporting engines and data marts, catering to critical areas including the Subscribers Management System (SMS), Credit Card Interface (supporting multiple currencies and clearing houses), and various other modules.
- Collaborated closely with the Design & Development Team Leader, readily assuming their responsibilities in their absence and actively contributing to requirement definition and solution design.
- Demonstrated versatility by stepping in as a deputy for the SMS/VMS Development & Support Manager as needed.
- Played an instrumental role in recruitment efforts, participating in the selection of junior and senior positions within the IS department, fostering a culture of talent growth and development.

FORECASTING

CAPACITY OPTIMIZATION

SCHEDULING

DATA VISUALIZATION

## CAREER HIGHLIGHTS

670+ Users  
200+ data tables  
12 years of dev



B2B Web Portal  
for ASUS West  
Balkans

400+ Schools  
engaged



Planning and  
optimization of  
timetables

10K+ titles  
e-bookstore



E-Publishing was  
one of my first en-  
deavours that was  
Out of the Box

Managing a  
remote testing  
team



The opportunity to design a  
system to support activities  
of a driving school or a  
company running golf-  
courses was not to be  
missed

Managing a diverse  
support team



Doing this for 3 years  
helped me adopt a view  
that communication is way  
more listening than talking  
and way more than escal-  
ating.