

Dejan Majkić
 Born on 29-Jan-1977 in Banjaluka
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 Bosnia & Hercegovina

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CURRICULUM VITAE

QUALIFICATIONS PROFILE:

- **MA in CS & IT** - Masters of Computer Science and Information Technology, College of Information Technology Banjaluka 300 ECTS
- Information Technology Engineer - Specialist of Computer Science, College of Information Technology in Banjaluka (240 ECTS)
- Bachelor of Information Technologies - College of Information Technology (180 ECTS)
- High School of Electronic Engineering/unit: Electronic technician in Banjaluka

SPECIALIST TRAINING, WORKSHOPS, AND COURSES:

• 10/04/2020 Course: DevOps Culture and Mindset (4 weeks online course authorized by University of California, Davis and offered through Coursera) - (Certificate),
• 11/22/2020 Course: Become a Successful Online Teacher - Teach Online Students (6 hours online course provided by TJ Walker and offered through Udemy) - (Certificate),
• 10/04/2020 Course: Managing an Agile Team (4 weeks online course authorized by University of Virginia and offered through Coursera) - (Certificate),
• 9/30/2020 Course: English for Business and Entrepreneurship (Online course authorized by University of Pennsylvania and offered through Alison - (Certificate),
• 8/12/2020 Course: Agile Analytics (4 weeks online course authorized by University of Virginia and offered through Coursera) - (Certificate),
• 7/11/2020 Course: Google Ads Search Certification - (Online course authorized by Google and offered through Skillshop) - (Certificate),
• 7/2/2020 Course: Hypothesis-Driven Development - (4 weeks online course authorized by University of Virginia and offered through Coursera) - (Certificate),
• 05/22/2020 Course: Running Product Design Sprints - (5 weeks online course authorized by University of Virginia and offered through Coursera) - (Certificate),
• 04/24/2020 Online course: Supervising others - (8 hours online training @ alison.com) - (Certificate),
• 04/17/2020 Course: Agile Meets Design Thinking - (4 weeks online course authorized by the University of Virginia and offered through Coursera) - (Certificate),
• 09.03.2020. On line course: Scrum Development - (17 hours online training @ alison.com) - (Certificate),
• 21.02.2020. On line course: Moodle ADMIN Basics - https://learn.moodle.org/ (Certificate),
• 19.02.2020. On line course: Artificial Intelligence (6 hours training @Accenture) - (Certificate),
• 10.02.2020. On line course: Transformational Leadership (11 hours training @ alison.com) - (Certificate),
• 13.01.-09.02.2020. On line course: Learn Moodle 3.8 Basics - https://learn.moodle.org/ (Certificate),
• 17.12.2019. Professional Scrum Product Owner I - PSPO I @scrum.org (Certificate),
• 13.12.2019. Professional Scrum Master I - PSM I @scrum.org (Certificate),
• 30.07.2019. Workshop: Project Management - Revised 2017 Online Course (Certificate),
• 14.05.-16.05.19. Workshop: Data AI: Meeting the Challenges of Big Tax Data and Analytics - Center of Excellence of Finance CEF, Ljubljana - Slovenia (Certificate),
• 05.02.-07.02.19. Workshop: Data AI: Business Analytics with Power BI - Lanaco, Banjaluka (Certificate),
• 10.12.-13.12.18. Workshop: Use of techniques and modern tools for Big data processing - Bern, Switzerland

<ul style="list-style-type: none"> 30.08.-01.09.17. Workshop: A Customer-Centric Approach in Design and Development of Digital Services, Organizer: joint IOTA-OECD event, Moscow - Russian Federation
<ul style="list-style-type: none"> 16.05.-18.05.17. Workshop: ITIL Foundation v.3 with Official ITIL certification, Organizer: Microsoft, Trainer: Irena Knezevic-Stojanovic (Workshop Certifikat and official ITIL Foundation Certificates after passing the exam)
<ul style="list-style-type: none"> 9 Mar 2017 Seminar: Facebook and Instagram PRO, Zagreb, Croatia, Organizer: Milan Maglov
<ul style="list-style-type: none"> 12.10.-01.11.16. Seminar: "Engineering Education and Project Management," Organizer: Ministry of Commerce People's Republic of China - Beijing - China (Certificate),
<ul style="list-style-type: none"> 15.12.2014. : Workshop: "Strategies to Transform Ageing IT Systems," Organizer: Intra-European Organisation of Tax Administrations (IOTA) - Budapest - Hungary
<ul style="list-style-type: none"> 28.03.2014. Workshop: "BUSINESS NEGOTIATIONS," Organizer: Center for Education "PROEDUCA" Trainer: Robert Ličen (Certificate),
<ul style="list-style-type: none"> 11.11.-22.11.13. Course: Chief Information Officer Programme on the Strategic Management of IT Organizer: Singapore e-Government Leadership Centre: National University of Singapore (Certificate),
<ul style="list-style-type: none"> 06.11.2013. Course: Change and crisis management Organizer: Center for Education "PROEDUCA" Trainer: Robert Ličen (Certificate),
<ul style="list-style-type: none"> 15.05.2013. Participation in the business forum "Family business" Organizer: Center for Education "PROEDUCA." Content Forum and Lecturers: Leonardo Peklar, Bojan Radun, Ph.D. Andrej Grubisic, MA Natalija Pekic, MA Rober Ličen. (Certificate),
<ul style="list-style-type: none"> 27.06. - 01. 07.11 Course: Developing web applications using Oracle XE and Apex Technologies Content: Understanding the Oracle XE and Oracle Apex concept, Installing Oracle XE, Oracle APEX and Oracle Client 10g - Enterprise Manager...(Certificate),
<ul style="list-style-type: none"> 15.11.-17.11.2010. Course: Linux & FOSS Content: PKI (Virtualization, Emulation, Hyper Virtualization, (VMWare, Xen, Virtual box), Linux OS, Distributions, Linux installation, Introducing to GNOME, Linux commands, user accounts, Owner relations, and privileges, SSH, Remote administration, WEBMIN, Install. & Config. Mysql-server, Apache web server, distance learning, distance education, MOODLE, Joomla. Trainer: Njegos Railić (Certificate),
<ul style="list-style-type: none"> 23.06.-24.06.10. Course: Training on performance management in the government of the Republic of Srpska. Content: The importance of performance management in public administration, purpose, and object of evaluation, describing Affairs jobs and work goals, methodological difficulties in the process of evaluating, discussing methods of assessment and ranking, the ranking of performance, ways to overcome the subjectivity..., Trainers: Adérito Alain Sanches, Aleksandra Rebranović. (Certificate),
<ul style="list-style-type: none"> 19.05.-21.05.10. Course: Web services, Web applications Security, and PKI. Content: PKI (WEB SERVICES: Bussines integration, SOA, Styles, Development, and Consummation. WEB APPLICATIONS SECURITY: Web application attacks, SQL Injection, XSS attacks. PKI: Symmetric and asymmetric cryptographic algorithms, hash function, digital signature, digital certificates, and PKI) Trainers: Doc. Dr. Zoran Đurić (Certificate),
<ul style="list-style-type: none"> 10.06.-14.06.09. Course: Human Resource Management Information System HRMIS – HRMIS ADMINISTRATORS - Technologica - Bulgaria - Trainers: Almir Numanovik, Slavica Stojneva, (Certificate),
<ul style="list-style-type: none"> 09.10.-17.10.08. Course: Human Resource Management Information System HRMIS - All modules (Personel, Structure, Evaluation, Training, Leaves, Exams, Self Services) - Technologica - Bulgaria - Trainers: Almir Numanovik, Slavica Stojneva, (Certificate),
<ul style="list-style-type: none"> 28.10.-21.11.08. Information Technology Management in the Public Sector - Malaysia – (IT initiatives, IT security, National IT strategy, Strategic IS planning, E-learning, Project Management, IT research in Industry, e-Government, Knowledge Management, Open Source policy and implementation) - INTAN (National Institut of Public Administration - MY (Certificate),
<ul style="list-style-type: none"> 22-23 Sep, 08 Training on Grant preparation program, CBIB-Cross Border Institution Building (Financial allocation, eligibility criteria, apply procedures, evaluation, and selection of applications, submission of documents.) (Certificate),
<ul style="list-style-type: none"> 11 Sep, 08 Efficiency meeting management, trainer: Clement De Souza, National School of Government (Prepare for meetings; Plan your contributions; make your point and be heard; Understand the group dynamics of meetings; Controlling and progressing sessions; Follow up the meeting and take appropriate action.) (Certificate),
<ul style="list-style-type: none"> 1 Jan – 1 Nov - Training of Trainers in Civil Service, trainer: Quentin Oliver, National School of Government (Training Design, Training Needs Analysis, Presentation Skills, Training Evaluation, Facilitation Skills, etc.) (Certificate),
<ul style="list-style-type: none"> ECDL core (all seven modules) (The European Computer Driving License) (Certificate),
<ul style="list-style-type: none"> United Nations (Public Administration Network) E-GOVERNMENT (Certificate),

• Course: Time Management - National School of Government (Certificate) ,
• Microsoft course: Implementing MS SQL Server 2005 Database (Certificate) ,
• Completed Training on Job Analysis UNDP (Certificate) ,
• Completed Training on EU for Specialist UNDP (Certificate) ,
• Completed Training on Business Interview Skills DFID (Certificate) ,
• State exam for employees in state organizations (Certificate) ,
• Training on integration and training the users to work with assets in a branch of Computer Telephony, Logos-tel (Certificate) ,
• Training on Project Making and Implementation of PC Networks, Amber Software (Certificate) ,
• Microsoft Training on PC networks and Administration (Certificate) ,
• Microsoft Training on Active Directory (Certificate) ,
• Training on Database Programming in Microsoft Access, Logos-tel (Certificate) ,

SKILLS:

IT MANAGEMENT SKILLS:

- SCRUM framework, Scrum Master, Product Owner,
- Agile,
- Leadership skills,
- Good communication skills,
- Analytical and research skills
- Proper management of priorities,
- Establishing good business relationships,
- Project Planning & organization development
- Troubleshooting and Creativity,
- Excellent and effective teamwork,
- The ability to develop the skills of the team,
- Innovative Thinking Skills,
- Awakening passion awareness among associates,
- I have knowledge and skills from different technical fields.

OTHER IT SKILLS:

- Project management,
- IT CONSULTING:
 - Analysis of the organization's readiness to change
 - Development of a strategy for IT development in the organization
 - ROI analysis (Analysis of return on investment)
 - GAP analysis
 - Risks analysis for the Project implementation
 - Feasibility Study for the Project implementation
 - Preparation of tender documents for the Project implementation
 - Analysis of the correctness of the offered tender documents for Project implementation
 - Analysis of the correctness of the proposed contract for Project implementation
 - Crating optimal software maintenance contract
 - Making optimal Plan of organizational flexibility
 - Making optimal Software support plan
 - Defining the optimal hardware resources
- **Joomla** CMS consultant,
- **Moodle**, eLearning platform consultant,
- System integration,
- Database administration: MS Access, MySQL, MSSQL, Oracle,
- Working in Windows surrounding (MS-DOS, Windows: 95, 98, NT, ME, 2000, XP, Vista, Windows 7, 8, 10, Server 2008, 10, 13, 16),

- Working in Linux surrounding ([Debian](#), [CentOS](#), [Ubuntu](#), [SUSE](#)),
- Managing IT security systems (Encryption, Antivirus, Antispyware, Anti-phishing, Firewall...)
- Managing backup procedures,
- LAN (Local Area Network) administrating, Managing user portfolio,
- Working knowledge of Microsoft Office software (Word, Excel, PowerPoint, Access, Visio),
- WEB programming and administration FrontPage, Dreamweaver, Flash),
- Forum moderator and administrator (www.phpbb.com),
- E-mail administrator (<http://qmail.org>), [Yandex.Mail for Domain](#)
- Adobe Photoshop, CorelDraw and Video assemblage skills Camtasia,
- Recording and processing of speaking prompts (VFEEdit),
- Work with HARDWARE /PC platform/(defecation, replacing spare parts, installing Operating system and application software, printer maintenance...),
- Training users in the use of application software of integrated information system,
- Offering service data and instructions at the Call Centre (Helpdesk),
- Software sales,
- Market surveys,
- Personal skills and knowledge transfer amongst B&H public procurement staff and officials,
- Reporter and Editor on a web portal, Writing a Software Review, Software tutorial, Guides.

LANGUAGES:

- Serbian language, mother tongue,
- English language:
 - 27^{Jan} 2010. Conversational English Course level 3 – [Dialogos Centre \(Certificate\)](#),
 - 2009. Conversational English Course level 3 [Dialogos Centre \(Certificate\)](#),
 - Upper-intermediate English course, DLC [\(Certificate\)](#),
 - Pre-intermediate English course, Studio 7 Agency Belgrade [\(Certificate\)](#),
 - Regular education (11 years),
 - Conversation: good, Reading: good, Writing: good
- German Beginner Course (Certificate) – [Studio LINGUA](#) in Banjaluka [\(Certificate\)](#)

WORKING EXPERIENCE:

1. CIO - Assistant Director - Head of IT Sector at Tax administration of Republic of Srpska (current)
2. Head of the Central Personal Database Department: Republic of Srpska Government - Civil Service Agency of the Republic of Srpska (from 1st August 2011 – 20^{Jan} 2012)
3. Senior Associate for Supervision and Control of Central Personal Database: Civil Service Agency of the Republic of Srpska (from 15^{Oct} 2004 – 31^{Jul} August 2011)
4. Chef of the team for creating project documentation in the project of Transfer of Optical System along the Railroad Corridor (Logos-link Company, nine months period)
5. Enterprise Resource Planning System Administrator: Logos-tel Company (Computer Telephony and Business Information Systems, 24 months period)
6. IT specialist at State Company Telekom Information System (MTEL, 14 months period)
7. Market Surveys: Partner Marketing Agency (6 months period)

STUDY VISITS, LAUDS, AND AWARDS:

- Attendance at the "Internationalni Top-level Forum: Disruptive Innovation in Information Technology" - Xi'an - China, 2016
- Study Visit: National Engineering Research Center of Rapid Manufacturing, Xi'an, State Key Laboratory of Shield Machine and Boring Technology, Zhengzhou, College of the Silk Road in Xi'an Jiaotong University, Railway Enterprise - China, 2016
- Attendance at the "Business Forum of Managers of the Republic of Srpska," Banja Luka, 2016
- Attendance at the SAP conference: SAP Select, Barcelona, Spain, 2015.
- Attendance at the SAP conference: [SAPPHIRE NOW](#), Orlando, USA, 2015.

- Attendance at the: [Mobility Day 2013](#)" conference, Zagreb, 2013.
- Attendance at the [SAP Forum in Belgrade](#) under the slogan "Experience the future of business," Serbia 2013.
- Attendance at the world's leading high-tech event: [CeBIT](#), Hannover, Germany, 2013.
- Attendance at the [IOTA](#) conference: Innovative Approaches to Managing Business Processes within Tax Administrations, Vienna, Austria, 2012.
- Study visit to [SAP](#) central: Workshop at Walldorf, Germany, 2012.
- Attendance at the Microsoft conference: [MS Sinergy](#) Moving up, Belgrade, Serbia, 2012.
- [DebConf10](#) team member, New York, USA, 2010.
- Study visits to [CyberSecurity Malaysia](#), [Data Center Management MAMPU](#), [Road Transport Department](#), [Telekom Malaysia](#), [Immigration Department](#), [University Technology Malaysia](#), [Distribucija Water, and gas Malaysia](#), [Tanjung Pelepas Port, Johor.](#)), Kuala Lumpur, Malaysia, 2008.
- Study visit to [National School of Government](#) (training of trainers), London, United Kingdom, 2007.
- Study visit to Slovenian [Ministry of Public Administration](#) and Administration Academy (Ljubljana), 2007.
- Award for achievement in work - [State Telekom Company – MTEL](#) (participation in sports games), 2004.
- Laud for achievement in information system implementation for a commercial company (Logos-tel). 2000.

CURRENT EMPLOYER AND DUTIES:

<p>Ministry of Finance</p> <p>TAX ADMINISTRATION OF THE REPUBLIC OF SRPSKA</p> <p>St. Trg Republike Srpske 8 78000 Banjaluka Bosnia and Herzegovina / Republic of Srpska 051/332-360 Fax: 332-350 web: www.poreskaupravors.org</p>	<p>Responsible for the development of ICT in the Tax Administration of the Republic of Srpska, Preparing a strategic plan for the implementation of an integrated information system and is responsible for the execution of that Plan, Organizes tasks on defining standards for hardware and software, research and development of IIS, Proposes to use funds provided for the annual budget intended for the permanent and individual costs of maintaining IIS development projects and training of personnel, Decides on the deployment of equipment, Performs the most complex tasks within the scope of the Sector, Performs other duties as requested by the general manager of the Tax Administration of the Republic of Srpska.</p>
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PUBLICATIONS:

- **Udemy** trainer ([LINK](#))
- European experience in Change Management in IT projects - 8th International Scientific Conference of Information Technology for e-Education ITEO ([Download. pdf document](#)),
- Business intelligence (BI) as a management tool in public administration - XI International Scientific – Professional Symposium INFOTEH@-JAHORINA 2012 ([Download. pdf document](#)),
- BADGE No 2 - Theme: a report from Debian conference 2010 in New York ([Download No2 in .pdf document](#))
- BADGE No 1 Professional IT Development abroad – Malaysia ([Download No1 in .pdf document](#))
- Civil Service Magazine No2: [Principles, measures, and standards for the development of IT protection methodologies](#) (expert work) ISSN 1840-2283, April 2009,
- Civil Service Magazine No1: ["Electronic communication in Civil Service as a part of Public Administration Reform."](#) Magazine "Modern Administration," Banjaluka, Bosnia, and Herzegovina, 2007. ISSN 1840-2283
- Civil Service newspaper (Number 1, 2, 3, 4, 5)

MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS, ASSOCIATIONS, AND COMMITTEES:

- Member of the expert team for implementation of the Tax administration Integrated information system, 2012
- Member of the Fiscal Commission - [Republic of Srpska Government](#), 2012
- Member of the Public Procurement board - [Public administration reform coordination office](#), 2011
- Member of the expert team for the organization of Debian Conference in Banja Luka 2011 ([DebConf11](#)), 2011
- Founder and Editor of First Magazine for young civil servants in Srpska Government BADGE, 2010

PERSONAL PROFILE:

- Ability to set priorities and to work in a team,
- Sense of initiative and organization and sense of responsibility,
- Ability to work independently and without direct supervision,
- Tactful, good sense of humor, good self-control,
- Strong enthusiasm and positive energy,
- Driving license category "B,"
- Married, father of two children,
- Sport: Boxing, Tennis, bicycle, chess, table tennis.
- Hobby: Playing guitar (finished Music School) and singing, learning to play piano, long walks, Website design
- Positive experience in teamwork,
- I have an excellent aspiration to develop existing knowledge and to learn new things.