



# Olja Branković

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## Profile

I gained experience in different areas of different companies from different industries so far. This taught me to be flexible, to have a broader sense for the specificity of businesses and types of business environments. Today I am advanced in making arrangements, teaching and transferring knowledge, structuring and organizing workloads and appointments, presenting and demonstrating products, collaborating between different departments and I am motivated to learn more and more. My working style is structured and collaborative with a great sense of responsibility and duty, I am supportive with great client facing skills. Most of the time I am satisfied with my achievements, I communicate openly, with patience and in a joyful manner. I like being part of a team and at the same time remaining a self-motivated individual with good working ethics and problem solving skills. When it comes to challenges, I can be very creative and I work hard to achieve goals.

## Student jobs

Jun 2011 — Oct 2012  
Umag (Croatia)

### Hotel entertainer for guests and their children at Istraturist d.o.o./ Melia Hotels International

This job consisted of planning, organizing and implementing daily activities for children, sport activities for adults and evening programs for children and adults in a tight schedule.

I was working in a team with 19 animators where a good coordination between colleagues was a must.

Also working with a microphone on stage, moderating evening programs in several languages and announcing the daily program were part of every working day and have strengthened my confidence.

Jan 2013 — Nov 2013  
Zagreb (Croatia)

### Technical support and Promotion at Samsung Electronics GmbH in Croatia

- Technical Support (Software updates, User Interface, Battery, Kamera)
- Device promotions on - site in shopping malls
- Spreading awareness for the new S Series on the market
- Collaboration with different operators and spreading their offers
- Marketing specials
- Participating in trainings
- Working at various locations

Nov 2013 — Nov 2015  
Zagreb (Croatia)

### Brand Ambassador at HTC d.o.o.,

- Comparing price and performance with other brand devices currently on the market and presenting it to prospects on site
- Creating daily reports about customer behavior and demands
- Participation in trainings and various HTC marketing events

Nov 2014 — Apr 2015  
Velika Gorica  
(Croatia)

### Receptionist with organizational tasks within the real estate department at Lidl Hrvatska d.o.o. k.d.

- Organizing meetings and setting up meeting rooms
- First person for contact with clients
- Receiving and clustering mails, sending out mail
- Answering the phone and transferring phone calls
- Working in the archive

## Skills

Organizing skills  
Planning skills  
Hands on mentality  
Adaptability

Microsoft Office  
CRM systems  
HubSpot and Salesforce

## Hobbies

Education, music and concerts, friends & family, pilates

## Languages

Croatian  
German  
English

## Employment History

Jan 2016 — Jun 2016  
Zagreb (Croatia)

### **German language teacher for foreigners at Netklar d.o.o.**

- Independant preparation
- Content and structure managing of courses
- Adjusting lessons for a unique approach depending on the learner's needs
- Offering courses in smaller groups or also individual lessons mainly for adults who are planning to emigrate to Germany

Mar 2017 — Feb 2018  
Zagreb (Croatia)

### **Recruiting assistant at Sunset24 Ltd.**

- Creating portfolios of potential nurturers for private homes in Germany (e.g. initial contact and on-site interviews)
- Gathering and entering personal data into the (CRM) system and forwarding it to our partner agencies in Germany
- Preparation of contracts, printing, signing, storing
- travel planning for nurturers
- First person for contact for nurturers on-site in Germany

Feb 2019 — Jun 2019  
Schwalbach am Taunus  
(Germany)

### **Inside Channel B2B Account Manager at Livingbrands GmbH on behalf of Samsung Electronics GmbH**

- Responsible for and independent communication with retail specialists
- Clarification of all technical, commercial and organizational requests concerning Samsung B2B Sales Projects.
- Management and coordination of project deadlines
- Participation in meetings, trainings and trade fairs (travel) Sales:- checking Sales Project offers, delegating them and contacting all stakeholders in order to proceed with demands (via phone and/or email)
- Negotiating deadlines
- Discount calculation, negotiation of discounts for clients
- Management and coordination of project deadlines
- Nurturing strong connection with stakeholders, clients
- Responsible for reaching KPI's and budget
- Responsible for delegating tasks with Sales Team concentrated on Leads
- Responsible for CRM System and the Partner Program
- Project documentation and communication Salesforce

Jun 2020 — Jan 2021  
Ingelheim am Rhein  
(Hybrid in Germany)

### **IT-Projectmanager and Assistance at Univativ GmbH on behalf of Boehringer Ingelheim GmbH**

- Coordination and managing implementation projects (Software; Jira,...)
- General Veemail support (specific content) for our Sales Representatives
- technical sales support
- Operational support for internal release of the content program Veeva Vault
- Creation of knowledge articles and creation of process documentation
- Operational support for the internal content creation team in coordination with programmers
- Creation of presentations and presentation preparation for employee trainings
- Organizing and carrying out trainings for external agencies
- Administrative tasks
- Conductor of onboarding for new employees
- Veeva Engage Sessions with the aim to fulfill diverse company goals
- Preparing and following up on meetings in MS Teams with the aim of finding solutions for technical issues
- Cross-departmental communication

Feb 2023 — Feb 2023  
Zagreb (Croatia)

### **Commercial services at Self employed at Carpe Diem**

Inside Sales Independant contractor @ Numa Group GmbH, Remote Teams (Headquarter in Germany)

- Attracting and acquiring new customers together with the sales and marketing team to further expands the numa Go brand on the International market

- Identification of suitable hotel partners
- Completely independent management of Inbound Leads and creation of outbound leads
- Development of sales processes and sales performance, defining sales targets and KPIs
- Collaboration with developers within the team in order to adapt the CRM system for sales and marketing requirements
- Extension of customer database
- Outreaches to potential customers via phone and email
- Scheduling meetings
- Participation in team meetings
- Keeping CRM digital system up to date
- Analyzing customer feedback and supporting partner success managers with their daily work
- Thoughtful swot analysis of the main product
- Participation in Team Building in Berlin HQ

Oct 2022 — Nov 2022  
Zagreb (Remote)

### **Guest Experience Agent at Yoummday/Numa Group GmbH**

- Managing and answering guest requests via phone, email and chat (Whatsapp)
- Reviewing reviews and answering them
- Reporting guest issues or technical issues related to the digitalized parts of the hotels to upper managers or team leaders

Jun 2023 — Today  
Zagreb (Croatia)

### **Team assistant with German at ATP arhitekti inženjeri d.o.o.**

- Acting as the first point of contact for investors
- Answering and directing phone calls, Emails
- Receiving invoices, maintaining invoices in an excel table and sending them out to the external bookkeeping team
- Other tasks related to the external bookkeeping team
- Creating, preparing and amending subcontractor contracts and IC-contracts
- Correspondance with suppliers and subcontractors
- Undertaking (ad hoc) administration tasks as required, such as assisting with documents (Word, PDF XChange), ordering urgent office material, support with outgoing invoice creation, support with keeping monthly outgoing invoice Excel table up to date, Translations CRO - ENG/ ENG - CRO, CRO - GER/ GER - CRO
- Organising lunch for investors and team
- Organising travel
- travelling expenses accounting
- Keeping business space clean and tidy
- Communicating with lessor
- Ordering office supplies

## **Educational background**

Sep 2009 — Jun 2014  
Zaprešić (Croatia)

### **University of Applied Sciences**

Bachelor programm

Title: Professional Bachelor of Economics

Main subjects:

- business
- statistics
- human resource management
- business english
- sociology, history, psychology
- cultural management

Sep 2014 — today  
Zagreb (Croatia)/  
Maribor (Slovenia)

### **Alma Mater Europaea**

Title: Master of European Business Studies

Main subjects:

- Project Management
- Basics of organizational communication
- Ethics and professional standards

### **non-formal Education**

3/6/2024

Title: "The importance of making changes and to know how to do them" by Ana-Marija Marić

3/6/2024

Title: "it is important to know how to manage projects"  
by Ana-Marija Marić

3/7/2024

Title: "Increase profits, not just revenues"  
by Dubravka Lacić

3/7/2024

Title: "Master Excel now!"  
by Alen

