

CURRICULUM VITAE

NEMANJA STANIŠIĆ

Bulevar Umetnosti 19/I
11070 Beograd , Serbia
Tel: +381 64 8777 282
E-mail : nemanja.stanasic@bancaintesa.rs

Date and place of birth

May 18, 1975. Belgrade, Serbia

Education

University of New York in Belgrade – Master in Business Administration IUKB MBA programme, Banking & Finance area	2011.
Faculty of Philology, University of Belgrade Arabic language and literature	2003.
X Belgrade Gymnasium “Mihailo Pupin”	1994.

Experience

Banca Intesa – Head of Customer Satisfaction Unit	January 2010. - present
Banca Intesa – CSM (Customer Satisfaction) specialist	Oct. 2008. – Dec. 2009
Banca Intesa – Contact Center Supervisor	May 2006. – September 2008.
MOBTEL – Call Center Shift Leader	September 2005. – May 2006.
MOBTEL – Call Center Agent	June 2004. – August 2005.
Technical School “Nikola Tesla”, Belgrade – English teacher	March 2004.

Skills

Computer Skills	Windows OS, Microsoft Office, Microsoft Shared Point Portal
Languages	Fluent in English, could understand and speak Arabic, Turkish and Latin, could understand French
Other skills	A fast learner who rapidly assimilates key issues, with the ability to work under pressure while maintaining continual focus on delivery. Communicative. Highly motivated and ability to motivate. Experience in teaching, customer care and customer satisfaction

Personal information

Married, father of three

Personal interests

Freshwater aquariums (aquascaping), movies, basketball

Responsibilities

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|-----------------------------------|---|
| CSM Specialist | <ul style="list-style-type: none">• In charge of implementation and introduction of Customer Satisfaction Management project• Training and education of employees (in the entire Bank) in terms of customer satisfaction – spreading up customer culture• Setting up a dedicated web site for reports communication• Collecting and analyzing feedbacks from customers (surveys, complaints)• Identifying, promoting and monitoring implementation of improvement plans• Member of VOC (Voice of the Customer) team• Optimization of Complaint Handling process |
| Contact Center Supervisor | <ul style="list-style-type: none">• Member of team which set up Banca Intesa Contact Center• Supervision and support for Contact Center agents• Training and education of CC personnel (inbound, outbound)• Setting up and maintenance of the knowledge base through web site• Responsible for creating CC procedures and instructions• Call monitoring, providing feedback to agents• Optimization of Contact Center performance (agent allocation and shift optimization) |
| Call Center Shift leader (Mobtel) | <ul style="list-style-type: none">• Call monitoring, providing feedback to agents• Training of Call Center agents• Overseeing and optimization of Call Center activities |