

## Curriculum Vitae

Name and surname:

**Edin Salkić**

Date and place of birth:

**04.10.1977, Tuzla**

Address:

**I. Mujezinovića 34, Tuzla**

Mobile:

**061/281-446**

E-mail:

**[edinsalkic@yahoo.com](mailto:edinsalkic@yahoo.com)**



### Education & qualifications:

**1991.** - I finished elementary school in Banovići.

**1996.** - I finished secondary school (for electrician) with excellent grades.

**1996.** - I started to study Economics at the University of Tuzla, majoring in marketing.

**2001.** - With the highest grade, I passed the final examination on theme: „Organisation of Financial Function in a Company: the Case Study of RMU Banovići“.

**2002.** - I enrolled in postgraduate study „Management Strategy for Business“ at the Faculty of Economics in Tuzla, major in marketing.

**2007.** - At the Faculty of Economics in Tuzla, I defended my master's thesis entitled: "Exploring the impact of electronic media on the behavior of users of banking services" and thus entitled to academic degree: Master of Social Sciences in Economics.

**2016.** – At the Faculty of Economics in Tuzla I successfully defended PhD thesis titled: "Developing a model of quality management generated by the interaction of customer satisfaction and quality of banking services" and thus entitled to academic degree: Ph.D. in Economics.

### Work experience:

**November 2001. - January 2002.**

Collaborator in CLS-ELCOM doo Živinice, a firm which sells and services computers. Also, they organized a training course in how to use computers.

**January 2002. - April 2002.**

Chief of the department of grafical design in PROMO Intenational Tuzla, society for marketing, publishing and trade fairs.

**July 2002. – November 2004.**

Assistant Administrator for relationships with clients in Raiffeisen

	<p>BANK dd BiH, Branch Tuzla in Department of Personal Loans.</p> <p><b>November 2004. – October 2006.</b> Chief of the group for loans collection in the Main Branch Tuzla of Raiffeisen BANK dd BiH, as part of Department of Personal Loans.</p> <p><b>October 2006. - June 2007.</b> Loan collector for SE/Corporate loans in the Main Branch Tuzla of Raiffeisen BANK dd BiH, as part of Credit Risk Department.</p> <p><b>June 2007.-March 2009.</b> Branch Manager in the Branch Tuzla of UniCredit Bank a.d. Banja Luka.</p> <p><b>April 2009.-October 2015.</b> Relationship manager for SME Sector in the Region Bosna SI of UniCredit Bank dd Mostar.</p> <p><b>October 2015.- March 2020.</b> Relationship manager for Corporate and Investment Banking in the Business Center Sjeveroistočna BiH of UniCredit Bank dd Mostar.</p> <p><b>March 2020. - present</b> Branch Manager in the Tuzla branch of Addiko Bank d.d. Sarajevo, where I am still working.</p>
<p><b>Additional engagement:</b></p>	<p><b>September 2012.-present</b> A member of the Audit Committee of the Microcredit Foundation Partner Tuzla.</p> <p><b>September 2016.-March 2020.</b> Internal trainer in UniCredit Bank dd Mostar for Global Wide Bony, an application that is used to evaluate the creditworthiness of companies.</p> <p><b>July 2019.-March 2020.</b> Internal trainer at UniCredit Bank d.d. Mostar for SME application, which is used for processing, analysis and approval of applications for loans for small and medium enterprises.</p> <p><b>April 2018.- present</b> Member of the Commission for quality control of teaching at the College of Computer Science and Business Communications "eMPIRICA" in the Brčko District of BiH.</p> <p><b>November 2018 - present</b> Election to the teaching position of lecturer at the College of Computer Science and Business Communications eMPIRICA in Brčko District of BiH.</p>

	<p><b>October 2020 - present</b> Election to the teaching position of lecturer at the College of Computer Science and Informatics eMPIRICOM in Tuzla.</p>
<p><b>Additional education:</b></p>	<p><b>04. – 06.02.2004.</b> <i>Improvement of Sales</i>, I attended a seminar as a part of in-house training education in Raiffeisen BANK dd BiH. A seminar on the rules of behaviour with clients which is needed to develop client's satisfaction and loyalty. Also, we learnt different methods of solving complaints from internal and external clients.</p> <p><b>10. – 12.06.2004.</b> <i>Sales Training</i>, organized by Raiffeisen INTERNATIONAL. Training included detailed analysis of the sales process, common mistakes of the sales force and how to avoid them. Also, during the training we learnt how to recognize and how to discover client's needs, how to offer the right solutions and finally how to conclude a sales agreement that satisfied both sides.</p> <p><b>07. – 08.04.2005.</b> <i>Loan Collection and Conflict Situations</i>, in-house training education in Raiffeisen BANK dd BiH, performed by trainers from firm Potecon doo Zagreb. Training included: the phases of credit's process, credit risk, early warning system, loan collection, problems with loan collection and loan collection activity. As a part of the training we learnt communicative skills for solving conflict situations.</p> <p><b>31.01.2007.</b> <i>Receivables Management Seminar</i>, seminar on receivables management and collection of receivables held by instructors of the Sarajevo Graduate School of Business Mr. Dragan Ajanović. During the seminar, it had been explained the nature of receivables, the methods of quantification and classification thereof, pointed to the outcomes of mismanagement of receivables, exposed the recommendations of good business practices in debt collection and ways to prevent obsolescence, as well as the method of payment of obsolete receivables.</p> <p><b>08. – 09.02.2007.</b> <i>Financial Modeling with Excel Seminar</i>, seminar held by instructors of the Sarajevo Graduate School of Business Mr. John Stocker and Mr. Ivailo Avramov. The aim of the seminar was exploring the possibilities of Excel application in business decisions making process. The seminar included the development of a model of evaluation that shows the impact of changes in key operating assumptions to value of the company, analysis of the various techniques that increase the accuracy of the model, identifying areas of business where there is a dose of inefficiency, and evaluation of</p>

the decisions related to investment and financing activities. It had been explained, in detail, the use of Excel's tools: Solver, Analysis ToolPak, Goal Seek and SimTools.

**19. – 20.12.2008.**

*Skills sales*, in-house training education in UniCredit Bank a.d. Banja Luka. The training included a detailed presentation of the model of successful sales and all five phases contained therein (contact, getting knowledge of the client's needs, advising the client, conclude the sale and after-sale phase), with special emphasis on communication skills that a successful salesman must own.

**08.03.2012.**

*Objective and time management*, in-house training education in UniCredit Bank d.d. Mostar. During the training, participants become familiar with the methods and tools for determining the goals and the priorities, and with the tools for planning. All that, with the aim to effectively and efficiently achieve the set objectives and the timely performance of the assumed tasks.

**05.12.2013.**

*Assertiveness and communication skills*, in-house training education in UniCredit Bank d.d. Mostar. Participants become familiar with the different communication styles and how to communicate productively. We get better understanding in use of the techniques for active listening in order to understand users and how to use them correctly in the business communication.

**30.09.-02.10.2014.**

*Decision Base*, in-house training education conducted by trainers of Bank Austria. Through the simulation of corporate core processes, training made it possible to the participants to manage critical developmental stages of companies (stagnation, growth, decline, recovery), to make strategic decisions, to create and to use management tools (accounting and budgeting), and to control complex systems (interaction, interdependence, synergies) in their daily work.

**01.12.2016.**

*EU funds*, training led by internal trainer Bank Austria, an expert on EU funds. Participants were introduced to the characteristics (eligibility criteria) and processes related to EU funds, ie the funds of the financial instrument HORIZON2020 - InnovFin SME Guarantee Facility, and the possibilities of using it by companies from BiH.

**30.11.2017.**

*Pitching skills*, training as part of internal training at UniCredit Bank d.d. Mostar. The trainees mastered effective inter-personal communication techniques and public speaking skills. They are

	<p>familiar with ways to attract the client, retaining attention and credibility, and how to maximize impact through the use of visualization and personalization.</p> <p><b>22.11.2018.</b>  <i>Advanced financial analysis</i>, an internal training at UniCredit Bank d.d. Mostar. The participants of the training, through examples from practice, were introduced to the analysis of both financial and non-financial factors that affect the assessment of the financial position of the company. Advanced financial analysis, in addition to the analysis of the company itself, includes an analysis of the industry in which the company operates and its position within the same.</p> <p><b>24.-25.01.2019.</b>  <i>Sales Advanced</i>, training held by one of the market leaders in the field of sales skills, the company Sorbel d.o.o. Zagreb. The training included several modules of advanced sales skills, through which participants were introduced to the factors that make sales excellence, and ways to create a personal sales brand - personal differentiation in the eyes of customers.</p> <p><b>30.-31.01.2020.</b>  <i>EU grants - how to get grants for private companies and the public sector</i>, an interactive workshop led by coach Boško Nektarijević, where participants were introduced to the wide possibilities of grants from various EU funds, including IPA III fund.</p>
<b>Computer skills:</b>	MS Windows, MS Office
<b>Languages:</b>	English
<b>Driving licence:</b>	B category