

Miloš Mijatović

My mission is to continuously enhance client satisfaction and operational efficiency, backed by a strong foundation in project management and customer support.

Work Experience

Technical Project Manager, Cheil Centrade Adriatic, Belgrade

Dec 2023 - Januar 2025

- Manage and oversee multiple large-scale projects and client accounts simultaneously within a collaborative team of project managers. Responsible for prioritizing workflows, coordinating cross-functional resources, and ensuring on-time, high-quality service delivery.
- Software: AEM, PIM, SAP Commerce Cloud

Customer Service Support Manager, iStyle Stores, Belgrade

Feb 2019 - Avg 2022

- Measuring and optimizing key performance indicators (KPIs) across all service locations, comprising 3 service sites with a team of 8 members. My responsibilities include collecting, analyzing, and reporting KPI data to stakeholders, ensuring transparency and informed decision-making.
- Gross Profit Margin increase by 13% in last year. Total sales up by 8% (2022).
- Customer satisfaction 90% in the last quarter. Up by 3% from the previous year (2022).

IT Project Manager, iStyle Stores, Belgrade

Sep 2015 - Feb 2019

- Responsible for the planning, procurement, execution and completion of a projects. In charge of the entire projects and handle everything involved in the project. From project scope, timeline, managing the project team, as well as the resources assigned to the project.
- Software: Salesforce (CRM), Maconomy (ERP), Apple MDM

Apple Mac and iOS technician, iStyle Stores, Belgrade

May 2010 - Sep 2015

- Providing L1 and L2 support activities, specializing in the repair and support of Mac computers, iPhones, and servers. Identifying and resolving common Mac OS X problems, utilizing Apple Service and extending understanding of client Mac and iOS operating systems for troubleshooting purposes.

Educational Background

Bachelor of Science in information technologies and systems

The School of Electrical and Computer Engineering of Applied Studies
Okt 2005 - Aug 2009

- Developing and maintaining e-commerce applications

Mechanical Engineering

Aeronautical Technical School, Belgrade

Sep 2001 - Jun 2005

- Designing machine parts and assemblies, creating multifunctional 3D models

Contact

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Skills

Certification

- [Certified Scrum Product Owner \(CSPO®\)](#).
- [Predictive Project Management \(PMI®\)](#).
- [Salesforce - Customer Success](#)
- [Google - Project Management Certification](#)
- Apple - Certified Support Professional

Tools/Software

- CRM - Salesforce
- ERP - Maconomy
- Adobe Experience Manager
- SAP Commerce Cloud
- Adobe PIM
- JIRA
- AutoCAD, SolidWorks

Technical Skills

- Data Analytics
- CRM Systems Implementation
- SaaS
- Project Management
- Employee Training

Languages

- English (C1)
- Russian (A2)
- Serbian (Native)

Projects

- Multi-country Salesforce CRM implementation across B2C, B2B, and After-sales in South and Central Europe. Project 3+ years.
- Product launches for Philip Morris International UK, Slovakia and Czech Republic. Projects 4 months each.
- Apple Business Essentials deployment for unified device management across Serbia, Croatia, and North Macedonia. Projects 1.5 years