E U R O P E A N
C U R R I C U L U M   V I T A E
F O R M A T

PERSONAL INFORMATION

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URL	http://www.linkedin.com/in/apriscan
Citizenship	Republic of Croatia
Date of birth	15 July 1968
Place of birth	Zagreb, Hrvatska

WORK EXPERIENCE

Dates (from - to)	May 2019 – until today
Company name and locality	**Uniqcast**, Zagreb
Industry	ICT
Position	Project Manager, Head of PMO
Main activities and responsibilities	Leading projects for high-tech company providing turnkey IPTV and OTT solutions for unique TV experience to subscribers of mobile, DVB and fixed operators.

Deployment projects (at customer premises, SaaS or as a hybrid solution) require a system integrator approach (usually with traditional waterfall-based project constrained with fixed price-time-scope contract) while simultaneously coordinating the agile-based deliveries of key backend components and front-end clients for various devices (browser, mobile apps, STB apps, Smart TVs…).

My role is to be a single point of contact and full, end-to-end responsible person guaranteeing on-time project delivery and a successful launch of TV service. Throughout project lifecycle, planning of the delivery tasks of admin and devops teams is done in sync with product owners and scrum masters and development teams sprints and releases.

During the project duration, customer feedback, bug and incident tickets, as well as feature requests are tracked and prioritization is done at both ends (customer requirements and scrum teams backlog). Software releases and product deployments are coordinated between development and admin/devops teams. Project manager is also preparing and participating in knowledge transfer session to customer team and conducting user acceptance tests, conducts the handover to the support team and supervises project closure.

Leading the Project Management Office assumes taking care about project managers and training and mentoring junior team members, but also: managing company's project portfolio; collaborating with management on project & activity prioritization (using WSJF model); identify, track and escalate risks; weekly reporting on project progress on management meeting; jumping in and fixing or improving process and organization of the company; participating in acquiring new customers as technical presales.

Client, country: project; role	Kosovo Telecom J.S.C., Kosovo: PTK OTT Project; project manager
	STV, Estonia: Hybrid OTT platform; project manager
	IT&E, Guam: Video headend project; shipping logistics coordinator and project mentor
	SBC, Seychelles: "SBC Plus" OTT platform; project manager
	Arte Video, Italy: Cloud OTT platform; project manager
	AMS, Egypt: pilot project of IPTV/OTT platform; project manager
	Beotel, Serbia: OTT platform upgrade and server consolidation; project manager
	MiMEtv/DigiCon, Bangladesh: CDN extension and OTT platform upgrade; project manager
	MTN TV+, South Sudan: extension of the TV Anywhere Africa IPTV/OTT Live TV and VoD platform with redundant CDN edge servers; project manager
	Silver Rock Technology Services, West Africa: extension of the TV Anywhere Africa IPTV/OTT Live TV and VoD platform with CDN edge servers in Glo (Nigeria), MTN (Ghana, Nigeria Guinea Bissau); project manager
	HT Mostar, Bosnia & Herzegovina: IPTV middleware swap; project manager
	Telikom, Papua New Guinea: Extension of the Services for the OTT TV Platform; project manager
	Towercom, Slovakia: Hybrid DVBT/OTT Project; project manager
	Cable & Wireless Seychelles: IPTV/OTT and VAS platform, STB customization; project manager
	Telikom, Papua New Guinea: OTT Live TV platform project; project manager
	Lituus, India: IPTV/OTT Live TV and VoD cloud platform proof of concept; project manager
	CBI Prime, Nigeria: IPTV/OTT Live TV and VoD platform project (PoC), project manager
	Wananchi, Kenya: IPTV/OTT Live TV and VoD platform Zuku, app and STB delivery; project manager
	Mawarid Electronics, Kingdom of Saudi Arabia: IPTV/OTT Live TV, VoD and application platform in ITC, mobile/STB application and STB delivery; project manager
	Silver Rock Technology Services, Ghana: IPTV/OTT Live TV and VoD platform (TV Anywhere Africa), mobile/STB application and STB delivery; project manager
Dates (from - to)	April 2012 – April 2019
Company name and locality	**Mrežne tehnologije VERSO d.o.o. / Altima d.o.o.**, Zagreb
Industry	ICT
Position	Business Development Director
Main activities and responsibilities	Solution sales and presales consulting, expanding from regional (EU) telco clients to new markets (MENA, Americas, Asia) and industries (Transportation, Energy and Gas, Media…).
	Created high gross profit business from consulting services, both presales and implementation.
	Provide market feedback to the company leadership regarding competitive offerings, principal vendor roadmaps, prospect needs and generate product development ideas.
	Managing and mentoring strategic projects and participating in the work of PMO and providing knowledge transfer within the corporation.
Client, country: project; role	Ministry of interior of the Republic of Croatia (2016): Metaswitch implementation (replacement of Ericsson voice platform); project manager
	Croatian Telecom (2016-2017): Smart Dunning, implementation of dunning strategies on SAP IS/T platform; project director
	Ministry of interior of the Republic of Croatia (2016): Mobile Device Management and application security implementation by SAP Afaria and Mocana system; project manager
	ALBtelecom & EagleMobile, Albania (2012-2014): business transformation program (billing, CRM, interconnection billing, primary and DR datacenter, GGSN/SGSN, 3G packet core network, WiFi offload, IP MPLS network upgrade); project mentor
	Croatian Telecom (2013): TeraStream IPTV implementation on IPV6 network; project director
	Verso/Altima, Croatia (2013): establishment of the Project Management Office (PMO)

Dates (from - to)	March 2005 – March 2012
Company name and locality	**Mrežne tehnologije VERSO d.o.o.**, Zagreb
Industry	ICT
Position	Project Manager / Marketing Director
Main activities and responsibilities	Establishing PMO and introducing project management practice, managing projects, mentoring other project managers, providing trainings and educations for employees and customers. Responsible for marketing strategy and activities, events and PR relations. In charge for partner and vendor relations, conducting audits to maintain partner status (Cisco, SAP etc.). Working as business consultant for telecoms, providing workshops, trainings, and education for telecom employees in Croatia, Kosovo, Albania, Slovenia, B&H.
Client, country: project; role	ALBtelecom, Albania (2010): Pilot datacenter for managed and hosted ICT services (Microsoft Hosted Exchange and SharePoint, Cisco collaboration and unified communication tools, contact center and mobile services); project manager
	Ipko, Kosovo (2008- 2010): Convergent Billing and CRM project (replacement of Ericsson charging system with SAP Convergent Charging); change management coordinator
	Telekom Slovenia (2007-2009): deployment of billing and provisioning systems (SAP/Highdeal Transactive® + Verso Customer Care Extensions) and integration with NGN platform for voice and data services in subsidiaries of Telekom Slovenia Group: Aneks/Blic.net (Banja Luka); Ipko (Priština), Primo (Tirana); project manager
	Metronet, Croatia (2006,2007): development of NGN applications (televoting 061 and 060, IVR) on Netcentrex IN platform (OTV, Nova TV, Z1); project manager
	Portus, Croatia (2005): H1 business portfolio and product development, functional specification, implementation documentation validation, business process design and documentation, sales trainings; consultant and project mentor
Dates (from - to)	September 2001 – March 2005
Company name and locality	**Vipnet d.o.o.**, Zagreb (subsidiary of Mobilkom Austria Group)
Industry	Telecommunications
Position	Business customer product development unit manager
Main activities and responsibilities	Growing a new business within a predominantly residential-oriented mobile operator - a portfolio of business services (leased lines, internet connectivity, business web and e-mail hosting and eventually converged voice services) from a series of product development projects. Responsibilities included:
	a) Business unit line management - management and mentoring of staff to comply with group standards in planning, leading projects and developing products in a responsive and cost-effective manner;
	b) project management, international and group project coordination (Mobilkom Austria Group & Vodafone Group);
	c) business product and services envisioning, design and development;
	d) internal education and knowledge transfer;
	e) marketing activities and go-to-market preparation.
Product (year): project scope; role	Vodafone Mobile Connect - UMTS, City Broadband (2005): implementation of the 1st 3G service in Croatia; mobile internet/intranet package over UMTS access network, new tariff model, auxiliary devices, sales channels and process elaboration (try & buy concept introduced), localization of marketing communication; project manager
	Business Consulting Services (2004): market analysis and creation of business customer engagement strategy, product & services portfolio, organizational and financial aspects, go-to-market strategy, partnerships and priorities; the deliverables of the project were used in several greenfield alternative telecoms in Croatia; project manager
	Vodafone Mobile Connect – EDGE, Mobile Broadband (2004): introduction of the 1st EDGE data card in Vodafone group; design of tariff concept; project manager
	Vodafone Business Platforms: coordination of group-level projects in Mobilkom Austria Group (mobilkom austria, Si.mobil, VIPnet) focused on business customer services (Mobile Connect, Wireless Office, BlackBerry, OEM, M2M, Open interfaces...); ; project manager
	Vodafone Mobile Connect Card, VIPsmart.data PRO (2004): adaptation of the whole GPRS package for Croatian market (hardware, software, tariff model, marketing communication and collaterals), coordination of the activities within Mobilkom Austria Group (testing, network

settings, dual-branding, education of sales channel, three-tier customer support…); project manager

VIP.fastnet (2003): client-server solution for mobile data network traffic optimization; project mentor

VIP.e-sms (2003): SMS client for Microsoft Outlook and Microsoft Outlook Express; project mentor

Profi paketi (2003): the 1st convergent service for business customers in Croatia – merger of fixed telephony and mobile VPN network and data services with internet/intranet access (dial-up, WLAN, 2G, 2.5G…), based on IP protocols and MPLS core; project mentor

VIPonline.airlink (2002), the 1st public WLAN service in Croatia; project mentor

Korporativni pristup (2002), Corporate Access – intranet access for business customers using public mobile network with private APNs; project mentor

VIPonline.profi CONNECT, MAIL, WEB (2001-2002), business ISP offering development; design and implementation of internal setup of service provider (business processes, document flow, education, sales support, customer care…); project manager

Dates (from - to)	April 2000 – until today
Company name and locality	**STUDIUM**, Zagreb
Industry	ICT
Position	Owner, Project Manager, Trainer
Main activities and responsibilities	Leading projects in telecommunications and IT industry.

- Projects are conducted using hybrid methodology based on PMI PMBOK best practices and standards, using waterfall-style processes for fixed-priced customer-facing contracts and coordinating multiple internal scrum teams providing deliverables through agile software development projects.
- Responsibilities beyond pure project management include business analysis (business processes and architecture), preparations of high- and mid-level ICT architecture, user documentation, software QA supervision, knowledge management and end-user training, assistance in customer relations and business consulting.

Preparation and executing project management trainings based on PMI best practices and standards, for open groups (Cognita, Business School Eksperta) or tailor made corporate trainings (Aduro ideja d.o.o., Etranet).

Dates (from - to)	January 2000 – August 2001
Company name and locality	**Securities Commission of the Republic of Croatia**, Zagreb
Industry	Government, finance
Position	IT Manager
Main activities and responsibilities	The role of IT manager in early days of Croatian securities market was to be in charge of operational IT tasks while undertaking projects to increase agency capabilities of providing services. The former set of tasks were related to maintaining and upgrading LAN network, internet connectivity, security and antivirus measures, performing regular backup, supporting applications and employees in their daily activities, providing education and training. The latter tasks were automating business processes and introducing ICT in the daily life of a young government institution. This ranged from introducing e-mail and Internet, providing PCs and laptops to all employees, harmonizing office applications and providing basic training. Then followed the introduction of electronic registry book for all official correspondence and official interactions with citizens. Intranet portal was designed and developed; internal collaboration tools were introduced. Public web portal was also relaunched and quarterly reports of companies listed on Croatian stock market were published in a database available in web application "Public Information Library". Some projects were realized through Ministry of Finance of the Republic of Croatia with funds of the World Bank for software development projects.

Dates (from - to)	May 1995 – December 1999
Company name and locality	**mikroPROM d.o.o.**, Zagreb
Industry	IT
Position	Technical director
Main activities and responsibilities	Supervising numerous projects of distributed data collection or web-based application for Croatian government agencies and ministries. Consulting, analysis and education activities (customer knowledge transfer). Coding on various platforms (web-based forms) and database/form design on the server side. Managing projects from software development, LoB solutions deployment, web development and consulting, for customers ranging from SME/SOHO to Croatian government and international system integrators.
Dates (from - to)	Sep 1988 – May 1995
Company name and locality	**mikroPROM d.o.o.**, Zagreb
Industry	IT
Position	Intern, Programmer, Analyst, Consultant
Main activities and responsibilities	Started as intern during high-school and acquired all-around skills in hardware and software maintenance and repair, first steps in networking essentials, system administration on CP/M, UNIX, DOS and Windows, software development in Pascal, dBASEIII+, Clipper'87, Access. Continued during studies on development of early Internet services based on Gopher and WWW. Mastering desktop publishing in Ventura Publisher (from GEM environment to Windows) and introduced to CorelDRAW! and other tools for graphical design.

EDUCATION AND TRAINING

Dates (from - to)	1983 – 1987
Organization's name and locality	**MIOC** Zagreb
Major subject	Computing science
Title	Computer scientist-mathematician
Degree	High school education
Dates (from - to)	1987-1995
Organization's name and locality	**FER** – Faculty of Electrical Engineering and Computing in Zagreb
Major subject	Telecommunication and computing
Title	Electrical engineer
Degree	B.Sc.EE
Dates (from - to)	1991
Organization's name and locality	**Henley Distance Learning Ltd**. & Pomak, Zagreb
Major subject	The Career Manager Program
Dates (from - to)	1998
Organization's name and locality	**Communico** – Consulting in Business Communication, Varaždin
Major subject	Basics of Interpersonal Communication
Dates (from - to)	1998
Organization's name and locality	**PUMA** – Managerial Training Program, Zagreb
Major subject	Project Management; Time Management

Dates (from - to)	2002
Organization's name and locality	**Next Level Academy**, Graz
Major subject	Project Management for Project Managers; Advanced Project Management
Dates (from - to)	2002
Organization's name and locality	**MCE** – Management Centre Europe & VIPnet, Opatija
Major subject	People Skills Program
Dates (from - to)	2002 – 2003
Organization's name and locality	**Cisco Systems**, CARNet, Technical School Ruđera Bošković, Zagreb
Major subject	Cisco Networking Academy Program
Dates (from - to)	2003
Organization's name and locality	**MCE** – Management Centre Europe, Bruxelles
Major subject	Strategic Marketing Management
Dates (from - to)	2004
Organization's name and locality	**MCE** – Management Centre Europe, Zagreb
Major subject	Managing Products
Dates (from - to)	2006
Organization's name and locality	**Microsoft** Business Technology Center, Varaždin
Major subject	Microsoft Solutions Framework Essentials; Microsoft Operations Framework Changing Quadrant
Dates (from - to)	2011
Organization's name and locality	**Global Knowledge**, Prague
Major subject	Business Architect Transformation Program
Qualification awarded	Business Architect (BA #0090)
Dates (from - to)	2016
Organization's name and locality	**Cisco Systems**, Paris
Major subject	Business Value Specialist; Business Value Practitioner
Dates (from - to)	2017
Organization's name and locality	**EuroCloud**, Zagreb
Major subject	StarAudit Training Programme
Dates (from - to)	2017-2018
Organization's name and locality	**Gustav Kaiser Training International**, Zagreb
Major subject	Sales Excellence I

PERSONAL SKILLS

MOTHER TONGUE

Croatian
* proficient in Serbian and Bosnian
* basic understanding of Slovenian, Macedonian and Bulgarian

OTHER LANGUAGES[1]

	English	French	German
• reading	C2	B1	B1
• writing	C1	A1	A2
• speaking	C2	A1	A2

ACCREDITATIONS AND CERTIFICATES

2017: StarAudit-AB (Ambassador); StarAudit-FD (Foundation) and StarAudit-PF (Professional) accreditations
2015: SAP HANA Presales Consultant (S0009180824)
2011: Business Architect (#0090)
2006: Cisco Advanced Wireless Sales Specialist
2006: Cisco Certified Sales Expert (CSE, Cisco ID#CSCO11057857)
1999: Microsoft Certified Professional (MCP #1694574)
1983: Amateur radio license, categories **C** and **F**

COMMUNICATION SKILLS

Seasoned lecturer (project management, telecommunication/technical and sales topics), presenter and panelist on international events and conferences (PMI, Cisco, SAP, Microsoft…).

ORGANIZATIONAL/MANAGERIAL SKILLS

Experience in leading small to medium organizational units in line management and managing project teams of all shapes (waterfall, agile, hybrid) and sizes. Proficient in most project management tools (MS Project, Jira, Confluence, Big Picture…).

MEMBERSHIP IN ORGANIZATIONS

PMI Croatia – chapter secretary during 2008-2016 and co-organizer of annual project management conferences PMI forum 2009-2015. Resumed the role of chapter secretary from 2018 until today.

itSMF Hrvatska – co-founder; volunteer in marketing and PR activities during 2006-2013.

IEEE – member of Croatian section (during work in Verso).

TMForum – principal contact for member organization (during work in Altima).

DRIVING LICENSE

B, G and H categories

OTHER INFORMATION

Areas of interest: history, culture, music, nature and animals.
Volunteer in veterinary practice Doktor Vau (drvau.com): maintenance of electrical systems, HVAC, IT and medical equipment.

Hobbies: board games, scale model building, flying balloons and vintage biplanes.

Sports: hiking, windsurfing, fencing, shooting, swimming, and cycling.

Marriage status: married, two children.

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[1] https://europass.cedefop.europa.eu/hr/resources/european-language-levels-cefr