

Gordan Krčelić

E-mail: gkrcelic@gmail.com , GSM: +385 98 440311,
Address: Valbandon, Dragonja 22, HR-52212 Fažana, Croatia
LinkedIn profile: <https://www.linkedin.com/in/gordan-krčelić-07263413/>



Skills and Expertise

- Communication skills – highly able to listen, negotiate, lead discussions, conceptualize, document and convey or present information or problem to people of various backgrounds and positions, explain technical matters more easily and clearly and at the same time to discuss more in detail and in technical terms with product managers, IT development teams and technical internal departments
- Management skills – certified PMP, lean six sigma black belt, agile CSM PM with 15+ years of PM experience in ICT & telco industry, proactive and creative approach to profitably meet customer (internal or external) needs, successful in organizing and setting priorities, ready to make (hard) data driven decisions, delegate tasks and motivate team members, experienced in system integration, quality management, setting quality management systems, project and program scoping, business case writing, leading cross-functional teams, leader of many E2E process improvement & IT projects with savings greater than one million € per project
- Analytical skills – proficient with great experience in process improvement, process mapping and process documentation, proactive and successful in early identification of issues, analyze opportunities and identify possibilities to solve issues and improve processes to ensure permanent process control and meet VoC (voice of the customer)
- Business analysis, reporting, business intelligence, impressive knowledge of telecom strategy, operations and infrastructure, familiar with e-TOM
- Advanced usage of common **MS Office** tools (Excel, Word, Power point, Project, Visio), Camunda, BPM notation, SQL for oracle, AutoCAD, QGIS, Oracle primavera P6 EPPM, JIRA, Teams.
- Experienced in development and use of BSS/OSS applications and CRM for telecom services, Workflow and workforce management system, Data inventory system, Data warehouse system, development of ad-hoc reports based on SQL queries in corporate DWH
- Business consultant and lecturer
- Strong engineering background and passion for technology and IT

Professional experience and accomplishments

Juraj Dobrila University of Pula / EDIH Adria project coordinator June 2023 - now

- Member of the European Digital Innovation Hubs Network - EDIH Adria project consortium as a representative of the Juraj Dobrila University of Pula
- More information on EDIH Network here: <https://european-digital-innovation-hubs.ec.europa.eu/about-us>

P4BE d.o.o. Founder, Lecturer, PM as external partner / Business consultant October 2019 - now

- Project and process management lead & consultancy in business and IT, telecommunications, banking and public administration sector (some projects were EU funded).
- Lecturer at the Faculty of Informatics, Juraj Dobrila University of Pula in the courses of Project management and Process management.
- Expert member in several groups working on the development of qualification standards, occupational standards, curriculums and adult vocational education programs in the mechanical profession of the 4th and 5th level according to the Croatian qualification framework for the formation of Čakovec and Faust Vrančić regional centers of competence in domain of mechanical engineering.
- Expert member of ASOO committees to evaluate qualification standards and/or sets of learning outcomes in domains of electrical engineering and computer science and economics, trade and business administration.

Croatian Telecom Inc., Pula, Rijeka, Zagreb, January 1999 – February 2021

- **Project & process manager, coach**
 - Project Leader for the adaptation and implementation of the PM² methodology at Croatian Telecom Inc. and development of Project models in Oracle Primavera P6 enterprise project portfolio management software for building commercial and EU funded fiber optics access networks in rural areas lacking commercial interest.
 - Integration of Oracle primavera P6 with SAP, Breeze and MPC systems.

- Member of the steering team in strategic cross-functional projects that have the goal to build next generation access network providing download speed greater than 30 Mbit/s.
- Leader of 15 commercial infrastructure Fiber Optic access network construction projects (waterfall).
- Business analysis and development of ad-hoc reports using SQL queries and tools in ORACLE corporate data warehouse that are being used as primary metric for project/program reporting.
- Improvement of 20+ E2E processes that involve dozen in-company departments and external organizations.
- Development of a model for evaluating benefits from investments in rural areas based on various investment concepts supported by EU funds. Mentor & coach to 12 junior PMs within company.
- Leading workshops with B-1 to B-3 directors and team leaders to identify opportunities for process improvement projects within several transformation programs.
- Selecting projects, defining project scopes and goals, starting projects, coaching project leaders.
- Leading six sigma black belt projects, coaching six sigma green belt project leaders.
- E2E process mapping, developing company-wide process blueprints.
- Writing RFCs for IT supporting systems in telecom industry, leading IT projects, leading acceptance tests, testing IT releases prior launching them to production environment

Education

Faculty of Organization and Informatics, University of Zagreb, December 2011 – present

- Ongoing postgraduate doctoral study in information sciences

Faculty of Electrical Engineering and Computing, University of Zagreb, October 1995 – December 1997

- Graduated in telecommunications and informatics, master's degree

Faculty of Mechanical Engineering and Naval Architecture, University of Zagreb, Oct 1990 – June 1995

- Graduated in engineering design, bachelor's degree

PM Certificates

- **Certified Scrum Master® (CSM®)**: License 421731, Jan 2015
- **Six Sigma^{+Lean} Black Belt**: TÜV Rheinland AG License 350/13-0146-12, Oct 2012
- **Project Management Professional (PMP)**: License 1327191, Apr 2010
- **Lean Six Sigma Green Belt**: BMGI certificate, Mar 2010

Scientific and professional papers

- **A multivariate approach to predicting quantity of failures in broadband networks based on a recurrent neural network**, **Springer Journal of network and systems management 2016**: Coauthor of the scientific paper (<https://link.springer.com/article/10.1007/s10922-015-9348-6>)
- **Early detection of network element outages based on customer trouble calls**, **Elsevier Journal decision support systems, 2015**: Coauthor of the scientific paper (<https://www.sciencedirect.com/science/article/abs/pii/S016792361500041X>)
- **Strategic planning decisions in the high-tech industry**, **Springer 2013**: Author of the book chapter in Dilek Cetindamar et al book (<https://www.springer.com/gp/book/9781447148869>)
- **MiproBIS, Opatija 2011**: Applying six sigma methodology and use of data for decision making in the fixed line planning process (<https://ieeexplore.ieee.org/document/5967312>)

Volunteer Experience

- **PMI Croatia chapter, Zagreb, April 2016 – present** (more info in Croatian at [PMI Croatia](#))
- Member of the board, leader of branch Istra & Kvarner, previously: chapter VP; membership director
- **Swimming club Arena, Pula, September 2012 – April 2021**
- President of the board. More info (in Croatian) at PK Arena web site <http://www.pk-arena.hr/>
- Leader of civil society association projects in cooperation with Croatian Ministry of tourism and sports and local government units

Languages

- **Croatian**: native language
- **English**: excellent knowledge
- **German**: basic knowledge
- **Italian**: basic knowledge