

PERSONAL INFORMATION

DATE OF BIRTH: 26.11.1978.
 AGE: 43
 WORK EXPERIENCE (total): 19,67 years
 WORK EXPERIENCE (PBZ): 19,67 years
 FOREIGN LANGUAGES: English



WORK EXPERIENCE

07/2022 - present Member of the Board for Retail Division (PBZ)
 02/2022 - 07/2022 Head of Retail Division (PBZ)
 03/2018 - 02/2022 Affluent Client Department - Executive Director (PBZ)
 06/2017 - 03/2018 Affluent Client Department - Assistant Senior Executive Director (PBZ)
 02/2016 - 06/2017 Affluent segm. Development Office/Deposit, Invest. & Bancass. Prod. Office - Assistant Senior Executive Director (PBZ)
 06/2011 - 02/2016 Sales Department - Director (PBZ)
 08/2009 - 06/2011 Region Zagreb, Retail Banking Centre - Sales Director (PBZ)
 06/2009 - 08/2009 Region Zagreb, Retail Office - Chief Coordinator (PBZ)
 08/2008 - 06/2009 Regional Branch Zagreb, Retail Banking Service - Senior Head of Office (PBZ)
 11/2004 - 08/2008 Corporate Banking Service - Senior/Junior Relationship Manager (PBZ)
 07/2004 - 11/2004 Support Division, Product Development Department - Junior Relationship Manager (PBZ)
 11/2003 - 07/2004 General Administration Division, Purchase Department - Referent/Junior Referent (PBZ)
 11/2002 - 11/2003 General Administration Division, Purchase Department - Trainee (PBZ)

EDUCATION

2012 **MSc, Faculty of Economics
University of Zagreb**
 2007 General Management - PBZ Business School

ADDITIONAL EDUCATION

2021 Transformation of digital and information technologies in business (Deloitte & Swiss School of Business and Management)
 2021 Innovation and change management (Deloitte & Swiss School of Business and Management)
 2021 Personalization of the offer of banking services – attracting new and retaining existing customers (Deloitte & Swiss School of Business and Management)
 2020 Internal customer management model (CRM) using machine learning (PBZ)
 2017 The Law on Consumer Credit (PBZ)
 2015 e-biz (Case d.o.o.)
 2011 EBP - Executive Programme in Banking Management (SDA Bocconi, Milano, Italy)