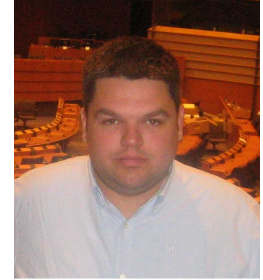


## Curriculum Vitae



### Personal information

First name(s) / Surname(s)

**Miloš Došen**

Address(es)

**Borivoja Stevanovica 25  
11000 Belgrade, Serbia**

Telephone(s)

**+381.11.3473.757**

Mobile: **+381.63.680.460**

Fax(es)

n/a

E-mail

**dosenmilos@gmail.com**

Nationality

**Serbian**

Date of birth

**03.12.1979.**

Gender

**Male**

### Desired employment / Occupational field

### Work experience

Dates

**March 2009 –**

Occupation or position held

**Head of Small and Medium Enterprise Development Center**

Main activities and responsibilities

Managing the team of 6 employees. Main responsibilities are in field of **business consultancy, policy and advocacy, networking and business community building, education and skill development. Consultancy** is provided to SMEs from different sectors and is mainly in area of business organization and development as well as strategic planning and organizational change. **Analysis of existing policies and regulation**, formulating and proposing measures and policies (position papers, policy briefs) that can contribute to SME and entrepreneurship development, accordingly with policy documents of EU and best practices. Advocating the interests of business community towards the authorities. Participation in broader dialogue of stakeholders in field of SME support. **Developing the models for Chamber's members networking and community building** – organization of focus groups, networking meetings, matchmakings, but also developing the projects such as group sales, B2B, business support portal. Organization of round tables, debates and SME Congress in late 2009. Along with partners from private sector, organization of various **trainings, seminars, workshops for SMEs**. Strong **involvement in internal reorganization efforts**, activities and projects – Implementation of Chamber's Client Relationship Management platform, communication with consultants and preparing analysis, reports, proposals. **Maintaining and developing international relations** with partner organizations from **Belgium (East Flanders Chamber of Commerce, UNIZO), Italy, Slovenia and Western Balkans**

Name and address of employer

**Belgrade Chamber of Commerce;  
Kneza Milosa 12, Belgrade**

Type of business or sector

Chamber of Commerce; Business support and consulting

Dates	<b>November 2007 – March 2009</b>
Occupation or position held	<b>General Manager and Partner</b>
Main activities and responsibilities	General management and business development. Business/strategic/financial planning according the Autodesk methodology; Business registration and preparation of documentation according the Law; Establishing offices and operations; Complete market research and analysis, target market segments analysis and approach; Planning of overall sales and marketing activities; Business communication with Autodesk Head Offices and Channel Managers as well with local Distributor; Complete familiarity with international company business rules and procedures, communication; <b>Communication and doing business with big target companies (utilities, public enterprises, construction businesses and engineering firms)</b> ; Dealing with B2B sales, complex and project sales; Leading the overall marketing activities and client accounts; Conducting the fair and exhibitions activities of company; Presentations; Good command of public procurements procedures and rules according the Law. <b>Very good knowledge of situation, problems and trends in municipalities and utility companies (distant heating, gas, water supply, waste water)</b>
Name and address of employer	<b>TopoGIS Llc. – Autodesk Value Added Reseller Autodesk Geospatial Authorized Partner for Serbia (Geographic Information Systems and Asset Management tools)</b>
Type of business or sector	ITC
Dates	<b>July 2007 – January 2009.</b>
Occupation or position held	<b>Project Manager</b>
Main activities and responsibilities	Project <b>Invest in Serbia</b> was financed under the National Investment Plan for 2007/08 with overall funds of 250.000 euro on two budgetary cycles. It was a winning project of "1000 Young Leaders" Program in field of economy. The scope of Project was development of geographic information system, related data base and Internet portal of investment locations in Serbian municipalities, with goal of providing investors with information relevant for decision making and providing location analysis for investor's community.
Name and address of employer	<b>1000 Young Leaders Program - Project financed under the National Investment Plan</b>
Type of business or sector	Investment; Consulting
Dates	<b>August 2005 – November 2007.</b>
Occupation or position held	<b>Expert Associate in SME Development Centre and Belgrade Union of Entrepreneurs Associations</b>
Main activities and responsibilities	Providing consulting and business advisory services to SMEs and entrepreneurs; Community building, networking and facilitation of stakeholders dialogue; Capacity building and reorganization of Belgrade's Entrepreneurial Associations; Developing initiatives and policies for improvement of entrepreneur's status in economic system.; Market research and analysis; <b>BCC representative in Commission for strategic planning of New Belgrade municipality (USAid; MEGA); Coordinator for partnership activities</b> with Japan International Cooperation Agency – <b>JICA</b> (presentations, seminars, contacts with companies etc.); Participant in activities regarding the Chamber's membership in <b>OECD LEED Partner's Club</b> ; Preparing and developing Chamber's <b>project applications for various EU Programs</b> (HU-SCG CBC Prog., Interadriatic INTERREG Prog., TEMPUS, IPA) as well as for <b>National Investment Plan</b> and <b>City of Belgrade</b> ; Providing help to various partner organizations in developing project proposals; Gathering and processing information about EU funds and other donor country's programs and call for proposals; Organizing BCC's fairs and exhibitions (Business Base 2006 and 2007, Investment Fair Kragujevac 2006, Tourism and Hospitality Fair 2006, Celje International Fair 2007); Organization of several trade missions and matchmaking meetings in Slovenia, Serbia and Croatia. Responsible for international cooperation and foreign relations (Croat and Slovenian Crafts Chambers); Participating in task group for cooperation with academic community; Other activities and professional interests in fields of local economic development, regional policy, strategic planning and FDI attraction.

Name and address of employer	<b>Belgrade Chamber of Commerce; 12 Kneza Milosa St.; Belgrade</b>
Type of business or sector	Chamber of Commerce; Business support and consulting
Dates	<b>September 2006 – April 2008.</b>
Occupation or position held	<b>Official Representative of Serbian Share Fund capital; Director</b>
Main activities and responsibilities	<i>Function of representatives of capital is established by the Serbian Privatization Act. I have been appointed as representative of capital owned by Serbian Share Fund, after unsuccessful privatization of enterprise in 2002. Representing the company in numerous procedures according to Privatization Act; Leading the overall corporatization process; General management, planning; Organizing the shareholders assemblies; Finding the potential new owner and leading the negotiations; General preparations for new privatization process. I have been released of the duty in April 2008, after the Share Fund sold the company on the auction. The final price for the company has been tree times higher that official starting price.</i>
Name and address of employer	<b>Gradja a.d. Belgrade; Vojvode Djurovica 16, Belgrade</b>
Type of business or sector	Trade in field of construction materials

## Education

Dates	<b>November 2009 –</b>
Title of qualification awarded	Master of Arts in Management (in progress)
Principal subjects/occupational skills covered	Management and Organization; Project Management; Project Management in Public Sector;
Name and type of organisation providing education and training	<b>Faculty of Organizational Science, University of Belgrade</b>
Dates	<b>April – May 2009</b>
Title of qualification awarded	Certificate
Principal subjects/occupational skills covered	<b>Information Systems for Managers; ERP, CRM, BI</b>
Name and type of organisation providing education and training	<b>University of New York in Belgrade, Belgrade – Scholarship Awarded by People's Office of President of the Republic of Serbia – 1000 Young Leaders Program</b>
Dates	<b>2000 – 2004.</b>
Title of qualification awarded	<b>BSc in Economics, specialized for EU economy and business</b> (average grade 9,38 out of 10)
Principal subjects/occupational skills covered	Economy of European Union, Development Studies, Regional Economy, EU Law
Name and type of organisation providing education and training	<b>Faculty of Geo-economy, Megatrend University Belgrade</b>
Dates	<b>2003 – 2004.</b>
Title of qualification awarded	Diploma
Principal subjects/occupational skills covered	EU integration, Civil Society Development
Name and type of organisation providing education and training	<b>Belgrade Open Scholl, Belgrade – Advanced undergraduate studies program</b>

## Trainings

Dates	<b>June 2009.</b>
Title of qualification awarded	
Principal subjects/occupational skills covered	<b>Enhancing Entrepreneurship and SME Development</b> - Study visit to European institutions
Name and type of organisation providing education and training	<b>European Commission TAIEX Program</b> ; Brussels, Belgium
Dates	<b>April – September 2009.</b>
Title of qualification awarded	Certificate
Principal subjects/occupational skills covered	<b>Project Management; Investment promotion and FDI attraction; EU Funds in Practice Trainings</b>
Name and type of organisation providing education and training	EUROCHAMBRES and Serbian Chamber of Commerce Under EUROCHAMBRES' Project - Partners for Investment Promotion for Western Balkans
Dates	<b>April 2009.</b>
Title of qualification awarded	Certificate of attendance
Principal subjects/occupational skills covered	<b>ITIL (Information Technology Infrastructure Library) training</b>
Name and type of organisation providing education and training	Training provided by ITCE Bulgaria
Dates	<b>April and September 2008.</b>
Title of qualification awarded	Certificates
Principal subjects/occupational skills covered	Sales and Technology Camps for Geospatial software; Geospatial Science
Name and type of organisation providing education and training	<b>Autodesk Learning Academy</b> ; Paris, Budapest
Dates	<b>December 2007.</b>
Title of qualification awarded	Certificate
Principal subjects/occupational skills covered	<b>Target Account Selling (TAS)</b> – Complex and project sales methodology training
Name and type of organisation providing education and training	TAS Group, Bratislava
Dates	<b>April 2007.</b>
Title of qualification awarded	Diploma
Principal subjects/occupational skills covered	<b>Capacity building, leadership training, project development</b>
Name and type of organisation providing education and training	<b>“1000 Young Leaders” Program</b> , group for economy; <b>President of the Republic Cabinet; International Republican Institute; Zoran Djindjic Fund</b> ; Zlatibor, Belgrade
Dates	<b>January 2007.</b>
Title of qualification awarded	Certificate
Principal subjects/occupational skills covered	<b>Training Program for continuous development for SME's (by UNIDO methodology)</b>
Name and type of organisation providing education and training	UNIDO Focal point for training; Novi Sad

Dates **November 2006.**  
 Title of qualification awarded Certificate  
 Principal subjects/occupational skills covered **Investment Climate - Improvement and Challenges; Building Competitive Regions: Competitive Advantages vs. Deficiencies; Small Medium Enterprises (SME) Development and Access to Finance**  
 Name and type of organisation providing education and training **Global Development Learning Network (GDLN) – Private Sector Development Initiative for SEE;**  
 World Bank Project; British Council, Belgrade

Dates **June – July 2006.**  
 Title of qualification awarded Certificate  
 Principal subjects/occupational skills covered **Presentation skills training;**  
**Leadership, business skills, communication and lobbying training**  
 Name and type of organisation providing education and training Advance Response International Consulting

Dates **March – May 2006.**  
 Title of qualification awarded Certificate  
 Principal subjects/occupational skills covered **Competency based Economies through Formation of Enterprise (CEFE) training**  
 Name and type of organisation providing education and training GTZ/WBF Serbia

Dates **September – November 2005.**  
 Title of qualification awarded Certificate  
 Principal subjects/occupational skills covered **Policy papers writing training**  
 Name and type of organisation providing education and training Center for Democracy Fund and Belgrade Open Scholl; Kanjiza Spa & Belgrade

**Personal skills and competences**

Mother tongue(s) **Serbian (Croat, Bosnian, Montenegrin)**

Other language(s)

Self-assessment

*European level (\*)*

**Language**

**Language**

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C2	English	C2	English	C2	English	C2	English	C2	English
B1	French	B1	French	B1	French	B1	French	B1	French

*(\*) Common European Framework of Reference for Languages*

Social skills and competences

- ✓ Demonstrated leadership ability
- ✓ Excellent moderation, bridging and facilitation
- ✓ Strong analytical skills; objective oriented, strong focus
- ✓ Very proactive personality
- ✓ Team player
- ✓ Extensive network of contacts in business , academic and NGO community

Organisational skills and competences	<ul style="list-style-type: none"> <li>✓ Organizing and leading the team (small teams up to 6 people) – totally of 3 years of executive and mid management experience.</li> <li>✓ Acquaintance with project management theory and methodology.</li> <li>✓ Project applications development</li> <li>✓ Event management experience (fairs, delegations, round tables etc.)</li> <li>✓ Excellent knowledge of business and strategic planning methodology</li> <li>✓ Tracking of business operations and activities</li> </ul>
Technical skills and competences	<ul style="list-style-type: none"> <li>✓ Writing and reporting skill – author or co-author of many analysis, reports, business reports, project applications, planning documents and various other papers for Belgrade Chamber of Commerce or TopoGIS</li> <li>✓ Excellent computer hardware and gadgets knowledge</li> </ul>
Computer skills and competences	<ul style="list-style-type: none"> <li>✓ Excellent command of MSOffice (Outlook, Excel, Word, PowerPoint)</li> <li>✓ Good knowledge of MS Project, and similar PM software</li> <li>✓ Very good command of Geographic Information Systems - Autodesk Geospatial products (Autodesk Map3D, MapGuide, Topobase) and ESRI. Keep tracking GIS theory and practices since 2002.</li> <li>✓ Familiarity with ERP, CRM, BI – software platforms, concepts and markets</li> <li>✓ Internet and web technology</li> </ul>
Other skills and competences	<ul style="list-style-type: none"> <li>✓ Extensive travelling experience throughout the Serbia and region</li> <li>✓ Acquaintance with local communities – problems, trends</li> <li>✓ Excellent knowledge of regional, political and economic geography of Serbia</li> </ul>

Driving licence B Category – cars, vans, SUVs

### Additional information

In recent years, I wrote several working papers on various topics:

1. **Geographic Information Systems (GIS) – Applications in Municipalities and Utilities**  
April 2009, Belgrade
2. **European policies for SME development – Small Business Act**  
June 2009, Belgrade Chamber of Commerce
3. **Regional Policy of European Union;**  
**Published in Belgrade Open Scholl's working papers Yearbook 2004/I**
4. **Costs and Benefits of Common European Currency;**  
Belgrade 2007.

### Annexes