

Contact

23 Ljubice Ivosevic, 11000 Belgrade,
Serbia
+381652608026 (Home)
miokos@gmail.com

www.linkedin.com/in/miodragkostic
(LinkedIn)
www.miodragkostic.com (Personal)
poslovnaznanja.co.rs/ (Company)
www.poslovnaznanja.com
(Company)

Top Skills

Train the Trainer Certified
Communication
Training Delivery

Languages

Slovenian (Elementary)
Serbian (Native or Bilingual)
English (Native or Bilingual)
Croatian (Native or Bilingual)
Macedonian (Elementary)
Bosnian (Native or Bilingual)

Certifications

Innovation Consultants Development
Programme
Sustainable Management
Program Certificates: Sustainable
Development, Sustainable Business,
Crisis Management, Innovation
Management
CMC (Certified Management
Consultant)
EBRD Business Diagnostics
Program - Grow Your Consulting
Business training series
Certified Digital Transformation
Expert - IT security, data protection
and GDPR - Based on the WKO
KMU Digital model

Honors-Awards

First prize at ArtTech international
digital arts festival in web design

Miodrag Kostic, CMC, CDE

Certified Management Consultant, Digital Transformation Expert,
Freelance Business Skills Trainer, Facilitator, Coach
Serbia

Summary

CMC Certified Management Consultant (ICMCI) with extensive consulting experience, from 1997 owner of "Web Consulting Honolulu" USA, and from 2003 providing management consulting and business skills training services in Serbia and SEE region as director and owner of "Veza doo" dba. "Business Knowledge"

Expertise:

- Management consulting
- Facilitation and business coaching
- Innovation management consulting and training
- Learning experience design, instructional design, e-learning systems
- Leadership, teamwork, motivation, communication, negotiation training courses
- Key account management, crm, customer service and sales consulting and training
- Retail selling, b2b sales, telephone sales, debt collection, personal selling training courses
- Digital transformation, e-business, e-commerce, e-marketing, training courses and consulting

Experience

Poslovna Znanja

Owner and director

September 2006 - Present (17 years 11 months)

Serbia

Consultant, trainer and coach for: Management consulting, digital transformation, human performance improvement, facilitation and mediation, business coaching, leadership development, team building and team work improvement, marketing and sales strategy development, lean business process improvement, innovation management consulting and training, self employment and entrepreneurship development, key account sales

category for Zorka Pharma corporate website

Finalist of the Fusion 2002 Pacific Rim Business Plan Competition Honolulu Hawaii for ClicksBroker.com website online business model

Publications

Articles on how to improve your business in Profit magazine?

Articles on how to improve sales and marketing in Emagazin?

How to sell Blog - Kako.Prodati.biz Blog

Patents

System for conducting an exchange of click-through traffic on internet web sites

management consulting and training, retail selling, customer service, telephone sales, debt collection and personal selling workshops.

Clients: SBB Serbia, NIS Serbia, VIP Mobile Serbia, Sparkasse Bank BiH, Holcim Serbia, DIS Krnjevo Serbia, DeVelPro Delta Group Serbia, Knjaz Miloš Serbia, Microsoft BiH i Makedonija, Hyundai Serbia, Mladenska Knjiga Slovenija, Hotel Splendid CG, NLB Banka Slovenia, Partner BiH, Lukoil Serbia, West Pharmaceutical Serbia, Crnogorski Telekom CG, West Pharma Serbia, YURA Serbia, Kleffman Group, HYPO Banka Serbia, EU Delegation in Serbia, Total Balkans, Drina Plastika Serbia, Tigar Michelin Pirot, BEKO Balkans, Atlantic Group Serbia, Eaton Electric Serbia, Coficab Serbia, Novastone Serbia, Okov Montenegro, AlmaRas BIH, BOSH Serbia, Oktal Pharma Srbija, Gebruderweiss Srbija, BIA Srbija, A3 Medical Crna Gora ...

Centar za Digitalnu Transformaciju

Certified Digital Transformation Expert

June 2018 - Present (6 years 2 months)

Beograd

Digital transformation project for CDT - Center for Digital Transformation <https://cdt.org.rs/> – train the trainer of digital consultants, coaching and mentoring digital transformation, digital strategy consulting, training courses, interactive workshops, facilitating digital transformation, digital road maps, digital strategy, design thinking, user experience design, digital trend analyses, Business model generation, New product development, customer journey, creating ICT action plans, digital projects implementation for: mokrinhouse.com slovo.co.rs aledjo.rs kolysocks.com premil.rs upliving.rs kilnprocesing.com beta.rs boneda.rs unitrag.com ludan.rs unicom.rs online business improvement workshops: monarhuniforme.rs, berko.rs termoenergetika.rs craterstudio.com, fush.rs saltandwater.rs, mlekaraub.rs, GIZ program by WKO Austrian Chambers of Commerce

Qatar Skills Academy

Consultant, business skills trainer, facilitator

November 2019 - Present (4 years 9 months)

Doha, Qatar

Planning, preparing and delivering business skills, communication, negotiation and leadership skills training courses and webinars, freelance work for Qatar Skills Academy clients in Doha, Qatar

Advanced Communication and Negotiation Skills for Effective Professionals training courses and series of 13 online webinars on developing clients needs, overcoming team dysfunctions, feedback, handling objections, managing

conflicts, presenting ideas, time management, dealing with discipline and grievances, values and organizational culture and Digital Transformation Strategy. Delivered 2 interactive 3 day online training courses on Personal Development and Planning and Time management,

VEZA doo

Owner and director

February 2004 - Present (20 years 6 months)

Belgrade

Co-owner and director of VEZA Inc. Belgrade, Serbia, consulting company: IT marketing and PR, eBusiness consulting and management services to leading companies in Serbia and the region: Zorka Pharma Sabac, Cokolada Zorka Pharma Šabac, Čokolada Adore Beograd, JamaxM Čačak, Almex Pančevo, Apple Baby Čačak, Andrejević Jewelry Beograd, NUNS Beograd, Pogodak Beograd – Najdi Si Slovenia, AMIS Telecom Ljubljana, F-Secure Beograd, Minel-Schreder Beograd, E-Learning portal Uzice, Vibrant Drive Beograd, Edgios Search - Wowd - California USA...

LINK group

Business Academy Professor

September 2011 - Present (12 years 11 months)

Belgrade

Lecturing sales management, personal selling, sales methodology, customer relationship management, sales and marketing planning

WEglobal

Senior Training Specialist

November 2023 - Present (9 months)

Belgrade, Serbia

World Bank project "Serbia Capacity Building Trainings for the Research and Development Sector" Create and deliver training courses to RDIs and related organizations (e.g. university Faculties) to increase their competence in soft skills, organizational culture change and investment in human capital development through trainings (in-person and online), interactive workshops, webinars, lectures. The project's development objective is to improve the relevance and excellence of scientific research; and innovative entrepreneurship and access to finance for enterprise growth. The project is implemented by WeGlobal Consulting company.

Luvent Consulting GmbH

Key Expert

September 2022 - Present (1 year 11 months)

Bosnia and Herzegovina

EU4DigitalSME project in in Bosnia and Herzegovina, funded by GIZ BIH, co-funded by the EU– implemented by Luvent Consulting GmbH.

Strengthening Innovation and Digitalisation in SMEs in BiH for digitalization of small and medium size Enterprises in Bosnia and Herzegovina. Improve the capacity of SMEs to identify and implement appropriate innovations and digital solutions. Inform the SMEs will be to the opportunities

offered by digitalisation, and improve their knowledge of innovative solutions in their own sector. Improve the funding instruments for innovation and digitisation in SMEs through policy advice and public-private dialogue. By advising state economic development actors on strengthening the innovation system and improving public-private dialogue. Improve the capacities of SMEs in developing digital and technological innovations and researchers in collaborating internationally, developing knowledge transfer between academia and industry and creating Digital Innovation Hub-s (DIH) in BiH.

Supporting identification of innovative technology projects in SMEs, establishing

Mokra Gora School of Management - Mokrogorska škola menadžmenta

Lecturer, trainer, facilitator

August 2019 - Present (5 years)

Serbia

Lecturer, trainer, facilitator, working as sub-contractor for team building sessions, facilitation workshops and in-house training courses

Association of Management Consultants of Serbia

Member of the Management and Supervisory Board

March 2009 - Present (15 years 5 months)

Belgrade

Association of Management Consultants of Serbia

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Information Technology Trainer

November 2023 - December 2023 (2 months)

Albania

Open Regional Fund for Southeast Europe – Foreign Trade (ORF FT)

“Strengthening regional cooperation on cross-border e-commerce in line with

the EU acquis” - Develop a comprehensive Training Program Framework (TPF) “Cross-border ecommerce essentials e-commerce training program for SMEs”, including target group definition, training objectives, curriculum, didactics, timeline, and marketing strategy. Planning, organization, and implementation of the digital transformation training program in three countries: Albania, Moldova, and Montenegro

Institute Mihajlo Pupin

Information Technology Trainer

March 2023 - May 2023 (3 months)

Serbia

strengthening capacity of business sector for digital skills project – implemented by Institute Mihajlo Pupin Belgrade - Science and Technology Policy Research Centre, part of POLICY ANSWERS R&I POLICY making, implementation and Support in the Western Balkans project.

Designing and facilitating two types of learning programs in digital transformation, 4 structured 1-day training courses in basic digital skills in 4 regions: Belgrade, Vojvodina, Sumadija, Western Serbia, and Southeast Serbia and 1-day training course in advanced digital skills in Belgrade.

European Olympic Committees - EOC

Consultant, Facilitator, Trainer

September 2021 - October 2021 (2 months)

Šamorín, Trnava Region, Slovakia

Key Strategic Area Workshop at 41st European Olympic Committees SEMINAR in Samorin (SVK) – Plan, prepare, organize, and deliver Key Strategic Area Workshop as a part of EOC seminar in Samorin with a primary goal to additionally involve European NOCs in the process of developing EOC Strategic Agenda, to enable participants to discuss already defined key strategic priorities and to develop and prioritize them further, to give positive and negative feedback on the EOC agenda, and create a final report supporting further process of developing EOC Strategic agenda 2030

NIRAS International Consulting

Instructional Designer

December 2020 - April 2021 (5 months)

Stuttgart, Baden-Württemberg, Germany

Instructional Design and Learning Experience Design (LXD) and E-learning expert Creating Self Learning Manual and Story Board for E-learning manual For GIZ project in Uganda “Strengthening Governance and Civil Society

Programme - Training of CSO Staff Members and Advice to GIZ Advisors”
Creating storyboards, Audio-Video scripts, user experience instructional design for mainstreaming course, using Adobe Captivate interactive learning elements, develop e-learning system creating video scripts, storyboards, tutorials, podcasts, case stories, online feedback, self learning manuals

Development Agency of Serbia (RAS)

Senior Management Consultant

August 2019 - October 2019 (3 months)

Belgrade, Serbia

RI2integrate project – Strengthening the research infrastructure in the Danube Region

Develop Serbian National Action Plan for effective RI embeddedness, develop Programme level Action Plan for supporting all Danube countries on RI embeddedness, Provide DAS assistance for effective integration of RIs, Organize and implement interactive workshops for RI2Integrate stakeholders.

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

GmbH

Group Facilitator

November 2017 - December 2017 (2 months)

Serbia

German Agency for International Development Cooperation <https://www.giz.de>
Regional programme to strengthen the cross border tourism at the Middle and Lower Danube through the Danube Competence Center (DCC)

Workshops facilitation and mediation for the meeting of entrepreneurs in the tourism sector with representatives from Serbian Chambers of Commerce, Ministry of Commerce and Tourism of Serbia, Business Woman Association of Serbia and local Tourist Offices.

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)

GmbH

Trainer and facilitator

November 2016 - December 2016 (2 months)

Serbia, Ukraine. Moldova

German Agency for International Development Cooperation <https://www.giz.de>
Regional programme to strengthen the cross border tourism at the Middle and Lower Danube through the Danube Competence Center (DCC)

Performed 8 interactive training sessions “Building relations with costumers in the tourism sector” and “Online marketing for tourism service providers”

in Kladovo, Odessa and Kishinev in English language for tourism service providers and creation of a manual for individual users

European Commission

Trainer and facilitator

November 2015 - December 2015 (2 months)

Serbia, Belgrade

Delegation of the European Union to Serbia

Performed In-house "Training in conflict management" at the premises of the EU Delegation to Serbia, for the EU Delegation staff <http://europa.rs/>

Razvojna agencija Srbije

External assessor at NARD business consultants certification program

April 2013 - February 2014 (11 months)

Serbia

Member of the assessing team for the certification of consultants for general business consulting services to SMEs in Serbia for NARD National Agency for Regional Development

GFA Consulting Group GmbH

2 years

Senior Training Expert

February 2012 - December 2013 (1 year 11 months)

EU project "Integrated Innovation Support Programme Serbia" (Contract No: 10/SER/01/12/11) The project Activity 1.2: Encourage Technological Innovation within SMEs through international and local expertise in coaching and on-the-job training,

- Created the training program content and materials and performed interactive workshops for 300 SMEs throughout Serbia.

- Performed train the trainer workshops for program trainers and BISO consultants

- Performed interactive training sessions for Technology Transfer brokers together with foreign trainers on sales and marketing strategy

- With a group of 6 coaches performed over dozen targeted coaching sessions throughout Serbia, for over 300 SME owners and managers, covering the following areas of innovation management: Innovation Diagnostics and Innovation Priorities; Scoping Business Opportunities: Understand the Market and the Customers; Product Positioning: Competition, Customers and Value Capture; Reinforcing Organisational Structures and Processes: Inside the

Firm and its Supply Chain; Routes to the Market: Strategy & Alliances; Action Planning for Innovation Projects.

- Together with foreign experts provided one-to-one business clinic sessions on innovation management and business development for 3 top Serbian IT companies

Short Term Innovation Expert

January 2012 - September 2012 (9 months)

ICIP - Improved Competitiveness and Innovation Project

One of the 5 ICIP local experts performing assessments for NARD BSP certification. Completed assessor training course by ICIP foreign experts. Performed assessments of consultants throughout Serbia.

USAID

Project leader and trainer

February 2013 - April 2013 (3 months)

Serbia, Soko Banja

USAID Youth Entrepreneurship Project "Training in the tourism industry of Soko Banja"

Implementation of the Soko Banja Youth Entrepreneurship Action Plan, organized by Municipality of Sokobanja and USAID ES Project
<https://www.usaid.gov/where-we-work/europe-and-eurasia/serbia>

Profit Magazin

Freelance Journalist

March 2008 - April 2012 (4 years 2 months)

Belgrade

As freelance journalist and member of editorial staff, published over 80 articles in Profit magazine on management consulting, business development, sales improvement, innovation management, leadership, facilitation and coaching
www.profitmagazin.com

Japan International Cooperation Agency (JICA)

Management Consultant

February 2010 - August 2011 (1 year 7 months)

Serbia

Mentoring project for Regional Agency for Socio Economic Development Banat in Zrenjanin, supported by Japan International Cooperation Agency (JICA), consulting services for Staklo doo and Stamenkovic doo companies from Zrenjanin.

Emagazin

Freelance journalist

June 2003 - February 2008 (4 years 9 months)

Belgrade

As freelance journalist, published over 100 articles in E-Magazin and COM magazine on business development, marketing, PR, branding and innovation management, including interviews with regional business leaders - www.emagazin.co.yu and www.com-yu.com

Clicksbroker.com

Senior Web Programmer

February 2001 - September 2005 (4 years 8 months)

Honolulu, Hawaii, United States

Plan, create and personally develop one of the most sophisticated dynamic E-Commerce websites of its time using Microsoft Visual Studio .NET object oriented software programming and Microsoft SQL server 2000 database (with over 80 tables). Clicks Broker website was launched in March of 2002 and was the first RTB (real time bidding) internet advertising buying, selling and web traffic exchange website of its kind.

Verat

Marketing Director

September 2002 - August 2003 (1 year)

Belgrade

Development of company's marketing, branding and promotional strategies, working with media outlets and marketing suppliers. Assisted in development of one of the first commercial on-line E-Commerce platforms in Serbia for the company website.

Web Consulting Honolulu

Owner and manager

July 1997 - June 2002 (5 years)

Honolulu

Owner of "Web Consulting Honolulu" consulting agency: eBusiness and web marketing, on-line PR, consulting services to leading Hawaiian corporations like: Cardservice Hawaii - Honolulu, Maui Divers Hawaii, Imagitel Honolulu, Life Foundation Honolulu, Maui Goose Maui, Honolulu candle & Soap Hawaii, Marco Polo Concepts Honolulu, Hawaii Gifts Store Honolulu, Microhabitats Hawaii, Paradise Ride Hawaii, CATII consulting Kaneohe Hawaii, Team Propella Honolulu Hawaii...

T Gallery New York & Honolulu

Co Owner and manager

March 1991 - July 1997 (6 years 5 months)

Own and operate 2 upscale retail stores ("T Gallery" chain) on prestigious locations at "South Street Seaport Marketplace, New York", www.southstreetseaport.com and "Aloha Tower Marketplace, Honolulu". - www.alohatower.com

MK Export Inc.

Owner and director

December 1990 - May 1993 (2 years 6 months)

Own and operate fully licensed export-import business in Staten Island, New York

Member of the first "World Trade Center – New York" business computer network in 1990

Education

University of Belgrade

Professional engineer, Mechanical Engineering · (1976 - 1981)

University of Brighton

Certificate, CENTRIM - Innovation Consultants Development

Programme · (2004 - 2004)