

CURRICULUM VITAE

1. Family name: **KOSTIC**
2. First names: Miodrag
3. Date of Birth: 20.06.1957
4. Nationality: Serbian
5. Civil Status: Single
6. Education:

Email: kostic.miodrag@gmail.com
Tel: +381 65 26 080 26

Institution (Date from - Date to)	Degree(s) or Diploma(s) obtained:
University of Belgrade, Management and Organizational Sciences (10/2012 →)	Specialist studies in E-business and IT management (Diploma pending)
University of Belgrade, Faculty of Mechanical Engineering, (10/1976 – 02/1982)	Mechanical Engineering degree, Thermal Engineering department, Thermal energy conservation (1982), Professional engineer certificate (1986)
Further Training	
Institution (Date from - Date to)	Course / Certification
The Austrian Standards plus GmbH (02/2025)	Certified AI Manager (P85), AS+C Artificial Intelligence Certification program
International Business Management (IBM) Institute - Berlin, Germany – Online courses (09/2023)	Sustainable Management Program Certificates: Sustainable Development, Sustainable Business, Crisis Management, Innovation Management
Belgrade University - Faculty of Philology Institute for Pedagogy and Andragogy (12/2022)	Adult Learning Certificates – Courses: Planning and Implementation of Learning Activities, Adult Learning Methods, Adult Learning Evaluation
Austrian Chambers of Commerce WKO KMU Wirtschaftskammer Österreich – SME Digital - (05/2019)	Certified Digital Transformation Expert - Based on WKO KMU Digital model – IT security, Data Protection and GDPR
Austrian Chambers of Commerce WKO KMU - (04/2019)	Certified Digital Transformation Trainer - Based on WKO KMU Digital
Austrian Chambers of Commerce WKO KMU Wirtschaftskammer Österreich – SME Digital - (06/2018)	Certified Digital Transformation Expert - Based on WKO KMU - Digital infrastructure and business models, ICT applications
Austrian Chambers of Commerce WKO KMU Wirtschaftskammer Österreich – SME Digital - (06/2018)	Certified Digital Transformation Expert - Based on WKO KMU – focus training: E-Commerce and Social media Expert
European Bank for Reconstruction and Development, Small Business Support Programme - (09/2014)	Business Diagnostics and Business Analytics training Grow your consulting business training series by EBRD
Croatian Association of Management Consultants CMC Global - ICMCI - www.icmci.org - (03/2013)	ICMCI - CMC consultants certification program training Train the trainer and CMC consultants' assessment training
Croatian Association of Management Consultants CMC Global - ICMCI - www.icmci.org - (09/2011)	Certified Management Consultant – issued by www.icmci.org (CAMC) CMC international certification program training
Cromer Group – Workforce Development – (10/2007)	Managing organizational development - Diane Cromer
Zagreb School of Economics and Management (03/2007)	Employee motivation - Randy Richards St. Ambrose University
European Movement Academy, Brussels (11/2006)	The Art and Practice of Organizational Development program
University of Brighton – CENTRIM (02/2006 – 05/2006)	Innovation Consultants Development Program – Prof. Dave Francis

7. Language skills: Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)

Language	Reading	Speaking	Writing
Serbian	Mother Tongue		
English	1	1	1

8. Membership of professional bodies:

- ⇒ Member of NUNS (Serbian Independent Journalists Association), and IFJ International Federation of Journalists 06/2003 →
- ⇒ Member of AMCS Management Board and Train the Trainer, (Association of Management Consultants of Serbia), 05/2009 →
- ⇒ Member of CMC GLOBAL - ICMCI (International Council of Management Consulting Institutes) CMC Consultant, 09/2011 →
- ⇒ Member of CMC GLOBAL - ICMCI Professional Development and Standards Committee (PDSC), 05/2024 →
- ⇒ Member of the national stakeholders' team for Danube Transnational Programme for sustainable circular transition, 06/2024 →

9. Other skills:

- ⇒ Communication: Excellent interpersonal communication and mediation skills, Experienced facilitator
- ⇒ Management Consulting: Business strategy, Performance consulting, Innovation management, Sustainable development
- ⇒ Training and Coaching: Train the trainer workshops, Group facilitation, business coaching, team building, AI manager courses
- ⇒ Digital transformation: Digital roadmaps, Digital strategy, LXD, Instructional design, Web marketing, Artificial Intelligence tools

10. Present position: Founder and director of VEZA d.o.o. consultancy / Freelance consultant / Facilitator / Trainer / Coach

11. Years within the firm: 20 years

12. Key qualifications

- ⇒ **Senior SME development expert**, management consultant, business advisor, and trainer; More than 24 years of hands-on experience supporting SMEs with training, coaching, capacity building, and business development support services, including 18 years of experience in ICT and e-business/e-commerce sectors, and digital transformation consulting.
- ⇒ Significant track record in **supporting the development and delivery of institutional support services to SMEs**, working as an implementing partner or Senior Short-Term Expert (SSTE) for EAR, GIZ, USAID, and JICA.
- ⇒ **In-depth knowledge of the Serbian SME context**, demonstrated by more than 18 years of SME development experience in Serbia, working with Serbian Development Agency (RAS), and international development projects.

13. Specific international experience:

Country	Date from - Date to
USA	06.1986 → 07.2002

14. Professional experience:

#	Dates	Location	Company / Contact	Position	Description
1	02/2006 →	Serbia (self-employed)	VEZA doo, dba Poslovna Znanja Miodrag Kostić PR Agencija za Konsalting Usluge Poslovna Znanja Beograd www.poslovnaznanja.com kostic.miodrag@gmail.com	Co-owner and Director Consultant and trainer	Business education, training, coaching, and consulting services. https://poslovnaznanja.co.rs/ Consultant, trainer and coach for: Management consulting, digital transformation, performance consulting, human performance improvement, facilitation and business coaching, leadership development, team building and teamwork improvement, marketing and sales strategy, innovation management consulting and training, key account management, customer service, CRM Customer Relationship Management sales consulting and training, sustainable development and resilience, green and circular economy, business strategy consulting. Interactive workshops on: retail selling, direct sales, customer service, telephone sales, debt collection, personal selling training courses, web marketing, online promotion, conflict resolution, employee motivation engagement, green transformation, circular economy, organizational health, critical thinking, resolving difficult conversations, digital transformation training, and consulting. Artificial Intelligence (AI) projects implementing AI software systems (AI Assistants) as business improvement tools.
2	06/2018 →	Serbia (200+ wds)	Center for Digital Transformation d.o.o. (CDT) at Chamber of Commerce and Industry of Serbia - filip.mrdak@pks.rs	Consultant Digital Transformation Expert	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, facilitating digital transformation, digital road maps, digital strategy, design thinking, user experience design, digital trend analyses, business model generation, application of AI artificial intelligence tools, AI prompt engineering, AI data sets optimization, AI training, digital technologies and digital business models for sustainable development and circular (green) economy, new product development, digital marketing, customer personas, client and user journey, creating ICT action plans, digital projects implementation and workshops for over 50 Serbian SMEs. Consulting methodology WKO Austrian Chambers of Commerce https://www.wko.at/
3	11/2019 →	Doha, Qatar (50+ wds)	Qatar Skills Academy mohamed.aboushanab@qatarskillsacademy.com	Freelance trainer consultant	Public & In-house training courses, online training & webinars for Qatar Skills Academy clients in Doha, Qatar https://qatarskillsacademy.com/ 17-19.11.2019 Advanced Communication Skills for Effective Professionals training course - 22-24.12.2019 Advanced Negotiation Skills training course http://blog.miodragkostic.com/2019/12/effective-negotiation-skills-training-course-for-qatar-skills-academy-clients-in-doha/ and series of online webinars on developing client's needs, overcoming team dysfunctions, feedback, handling objections, managing conflicts, presenting ideas, AI tools. Delivered 2 interactive 3-day online training courses on Personal Development and Planning, Time management and Digital Transformation Strategy
4	09/2012 →	Serbia (100+ wds)	LINK Business Academy goran.mitic@link.co.rs	Lecturer	Teamwork, Leadership, Sales Management, Sales strategy, and E-Business lecturer for Business Academy and IT Academy blended learning platform http://www.it-akademija.com and http://www.biznis-akademija.com/ students https://youtu.be/PZZ3AhMrat0 Creating E-learning programs for LINK E-learning platform, Instructional Design and Learning Experience Design (LXD) for E-learning courses,
5	04/2024 →	Serbia (24 wds)	Institute Mihajlo Pupin Belgrade sanjap.pantic@pupin.rs	Trainer and Facilitator	Strengthening the capacity of the business sector for immediate green transformation 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. Design a learning programme and the corresponding agenda for green transformation, circular economy, and sustainable development of micro MSMEs. Facilitate 5 structured 1-day training courses tailor-made for Serbian MSMEs enabling the immediate application of green practices within their business models. https://www.pupin.rs/naucnoistravivacki-projekti/evropski-ni-projekti/policy-answers/ The workshops introduce a new training method for SMEs in the region, focusing on the key principles of Circular Economy (CE) and Green Transformation (GT). They are highly interactive, utilizing 49 cards divided into 7 categories to help participants select and immediately implement CE and GT initiatives in their companies. https://youtu.be/7XpOp4YLL9U , https://youtu.be/gkRYP4Cy_24
6	11/2023 →	Serbia (25 wds)	World Bank WEGlobal Consulting selena.lebovic@weglobal.org	Trainer Senior STE	Serbia Capacity Building Trainings for the Research and Development Sector 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, and lectures. Topics: Efficient communication and conflict resolution, negotiation techniques, effective leadership and change management, risk management, intellectual property, innovation management, innovation metrics, performance measurement, sales, branding, AI assistants' applications, Use of ChatGPT, business development and marketing for R&D organizations.
7	09/2025 →	Serbia and Bosnia and Herzegovina (14 wds)	GIZ- German agency for international development and cooperation tanja.cupac@giz.de	Consultant Trainer Twin Transformation Expert	SENECA green & SEDE Innovation Fund for GIZ Serbia and GIZ Bosnia-Herzegovina (Belgrade, Novi Pazar, Sarajevo, and Banja Luka) deliver 4 interactive Circular Economy and Green (TWIN) Transition "Green Cards Lab" workshops that guide entrepreneurs through problem mapping and rapid solution design using interactive visual green cards. Each card features a QR code that links to real-world case studies from the region and beyond. Create an open-source toolkit (instructional video + PDF version of the card deck) to ensure any GIZ or chamber advisors can rerun the method.
8	09/2022 06/2024	Serbia and Bosnia and Herzegovina (60 wds)	GIZ Bosnia and Herzegovina Luvent Consulting GmbH krunoslav.rasic@giz.de heltmann@luvent-consulting.com	Key Expert Digital Transformation Expert	EU4DigitalSME project funded by GIZ, co-funded by the EU– implemented by Luvent Consulting GmbH. http://www.luvent-consulting.com/ Strengthening Innovation and Digitalization in SMEs in BiH for the digitalization of small and medium-sized 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 digitalization and improving their knowledge of innovative solutions in their sector. Improve the funding instruments for innovation and digitization in SMEs. https://eu4digitalsme.ba/ Resource analyses and business environments, digital strategy and road maps, CRM, Cloud Computing, cyber security data privacy, artificial intelligence applications for SMEs, AI management, digital marketing, web-shop development, ERP, DMS https://youtu.be/e6wi8VRYuHI - https://youtu.be/e6wi8VRYuHI - https://youtu.be/OhZzlqS9aKE - https://youtu.be/KfaOXLspbPQ
9	11/2023 12/2023	Moldova Albania Montenegro (12 wds)	GIZ Macedonia vartan.surmejan@giz.de Empiria Magna Ltd. Consulting sinisa@empiriama.com	Trainer Digital Transformation Expert	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.

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10	03/2023 04/2023	Serbia (24 wds)	Institute Mihajlo Pupin Belgrade sanjap.pantic@pupin.rs	Trainer and Facilitator	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, AI ChatGPT applications. https://www.pupin.rs/en/2023/03/horizon-europe-project-policy-answers-workshops-how-to-improve-business-by-using-the-latest-digital-technologies/
11	09/2021 11/2021	Serbia and Slovakia (15 wds)	Olympic Committee of Serbia Belgrade natasa.jankovic@oks.org.rs	Consultant Facilitator Trainer	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
12	12/2020 04/2021	Serbia (30 wds)	NIRAS - IP Consult GmbH Stuttgart, Germany Katrin.Buchner@ip-consult.de	Instructional Designer E-learning expert	Instructional Design and Learning Experience Design (LXD) 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 courses, using Adobe Captivate interactive learning elements, develop e-learning system creating video scripts, storyboards, tutorials, podcasts, case stories, online feedback, self learning manuals
13	08/2019 09/2019	Serbia (20 wds)	Development Agency of Serbia (DAS) https://ras.gov.rs/en Ivana Tasic Ivana.Tasic@ras.gov.rs	Senior Expert	RI2integrate project – Strengthening the research infrastructure in the Danube Region http://www.interreg-danube.eu/approved-projects/ri2integrate http://blog.miodragkostic.com/2019/09/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
14	02/2018 - 03/2018	Serbia (28 wds)	Center for the Development of the Jablanica and Pcinja Districts jelena.pavlovic@centarzarazvoj.org	Team leader	Business analysis project of digital transformation of local businesses , as part of the project "Private Sector Development in South and South West Serbia", supported by USAID. Developed methodology on business analyses of digital transformation of business; Defined the key levers of digital business transformation at customer-user level; Prepared and delivered a final report on the business analyses; http://www.centarzarazvoj.org/ This project was also implemented by Miodrag Kostic and VEZA doo in 3 other development agencies in Kraljevo, Uzice and Novi Pazar.
15	30/10/2017 31/10/2017	Serbia (6 wds)	GIZ- German agency for international development and cooperation andjelija.kostic@giz.de	Facilitator and moderator	Workshop facilitation and mediation for the meeting of entrepreneurs in the tourism sector with representatives from government institutions, Ministry of Commerce and Tourism of Serbia, Serbian Chambers of Commerce, Businesswoman Association of Serbia and local Tourist Offices. The workshop facilitation was performed using "World Cafe" model. http://blog.miodragkostic.com/2017/11/workshop-facilitation-and-mediation-for-the-meeting-of-entrepreneurs-with-representatives-from-serbian-institutions/
16	25/01/2017 26/01/2017	Belgrade (6 wds)	USAID Jennifer Petro jpetro@usaid.gov	Trainer	Serbian Civil Society Organizations (CSO) Communication Training – for communications staff and (CSO) organizations directors, Communication strategy, Communication goals, Stakeholder analysis, Lobbying, Public affairs, Communication channels and tools, Action planning ... Co-creating training plan and programs, preparing interactive exercises, assisting in training program implementation monitoring and evaluation
17	11/2016 – 12/2016	Serbia Ukraine Moldavia (16 wds)	GIZ- German agency for international development and cooperation dubravka.milovanovic@giz.de tanja.cupac@giz.de	Trainer	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 customers in the tourism sector" and "Online Marketing for tourism service providers" in Kladovo, Odessa, and Kishinev in the English language for tourism service providers and creation of a manual for individual users http://danubecc.org/manuals-online-marketing-in-tourism-sector/ http://danubecc.org/manuals-customer-relations-in-tourism-sector/ http://blog.miodragkostic.com/2016/11/customer-relations-and-online-marketing-training-for-tourism-in-kladovo-odessa-and-kishinev/
18	11/2015 – 12/2015	Serbia (4 wds)	Delegation of the European Union to Serbia Jelena.RNJAK@eeas.europa.eu	Trainer	In-house "Training in conflict management" for EU Delegation staff at the premises of the EU Delegation to Serbia, Belgrade, Vladimira Popovića 40/V Street. http://europa.rs/ Ref: EEAS-DELSCGB-SER-LVC-04_2015 http://blog.miodragkostic.com/2015/11/in-house-training-in-conflict-management-for-the-eu-delegation-in-serbia-employees/
19	05/2013 – 12/2016	Serbia (10 wds)	Belgrade Chamber of Commerce Jelena Radić jelenar@kombeg.org.rs	Trainer	Public training/workshops: (1) Key account (B2B) sales strategy public training (2) Planning and performing B2B key-account sales call (3) Sales presentation for B2B customers (4) Japanese way for Business in Serbia public training http://youtu.be/1-xZ5dcvOqw (5) How to improve B2B sales using LEAN and KAIZEN https://youtu.be/fuJmdpg_0o8 (6) How to collect customers debt https://youtu.be/74KcxwtOfE (7) Sales tools in negotiation public training https://youtu.be/TbQm6OiNtWA (8) Sales tools for attracting and keeping customers https://youtu.be/MWNVzikOv9k (9) Implementation of LEAN methodology https://youtu.be/pEwllXq0Or8 (10) Advanced sales negotiation skills public training https://youtu.be/-26EMEjP9N0
20	02/2001 – 03/2022	n/a (online business)	ClicksBroker.com www.clicksbroker.com kostic.miodrag@gmail.com	Partner/Inven tor	Granted US patent for ClicksBroker.com – Design, personally develop and launch the first on-line bidding ad-exchange web portal: Plan, create and personally develop one of the most sophisticated E-Commerce websites of its time. 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. In February 2013, ClicksBroker.com was granted US patent for its original on-line bidding marketplace business model: "System for conducting an exchange of click-through traffic on internet web sites" United States Patent: US 20030195837 A1 – http://www.google.com/patents/US20030195837 - Clicks Broker's business plan was the finalist of the Fusion 2002 (Pacific rim) business plan competition in Honolulu www.fusion-2002.com
21	04/2014 – 02/2014	Serbia (18 wds)	NARD Simo.Cvetic@narr.gov.rs	Assessor	Member of the assessing team for the certification of general business consulting services to SMEs in Serbia http://narr.gov.rs/index.php/Info/Konkursi/Poziv-za-sertifikaciju-pruzhalaca-poslovnih-usluga-u-Srbiji

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22	09/2012 – 06/2013	Serbia (83 wds)	GFA Ulrich.Theuerkauf@gfa-group.de	Short-term Expert	“Integrated Innovation Support Programme – IISP” Encourage technological innovation within SMEs through international and local expertise in coaching and on-the-job training. Creating the training program content and materials and performing innovation workshops for 300 SMEs. Perform train the trainer workshops for program trainers. Perform training sessions for Technology Transfer Brokers.
23	02/2013 – 04/2013	Serbia (16 wds)	USAID michael_pillsbury@dai.com	Implementing Partner	“Training in the tourism industry of Soko Banja” Implementation of the Soko Banja Youth Entrepreneurship Action Plan, project coordinator, monitoring and evaluation, organized by Municipality of Sokobanja and USAID ES Project.
24	01/2012 – 08/2012	Serbia (24 wds)	GFA Ulrich.Theuerkauf@gfa-group.de	Short-term Expert	“Improved SME Competitiveness and Innovation Project – ICIP” 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.
25	02/2010 – 08/2011	Serbia (6 wds)	JICA – Japan International Cooperation Agency hideo.kobayashi-san@nifty.com	Trainer and consultant	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. http://blog.miodragkostic.com/2011/08/consulting-project-for-regional-agency-for-socio-economic-development-banat/
26	08/2010 – 03/2011	BiH (36 wds)	GIZ snezana.savic@gtz.de	Implementing Partner	Online presence development strategy and marketing materials for ALORG “Agency for Local Development” in Bosanska Gradiska, Bosnia and Herzegovina http://www.alorg.ba/ financed by GIZ Bosnia and Herzegovina
27	11/2003 – 02/2006	Serbia (employed)	VEZA d.o.o. – Virtuelna Esnafska Zajednica (Serbian Corporation) – www.veza.biz	Co-owner and Director	Information Technology marketing, E-Commerce and E-Business development consulting services. Web design, web development, e-business consulting, digital marketing, online promotion, copywriting, web content development, sales strategy, e-trade e-commerce strategy, optimization of webshops, SEO & E-PR and E-marketing campaigns. Clients: Zorka Pharma, Čokolada, JamaxM, Almex, Apple Baby, Bilje Borča, Euro Quality, Andrejević Jewelry, NUNS, Najdi Si Slovenia, F-Secure. First prize in Web Design category on the 5th International Digital Arts Festival ArtTech in Pancevo 10/2024 Keynote speaker at E-Trgovina http://www.etrgovina.org/ conferences on E-Business in Palic and at biZbuzZ, http://www.bizbuzz.rs/
28	12/2004 – 06/2005	Serbia (24 wds)	Vocational Education and Training Reform Programme tsf@open.telekom.rs	Project Designer / Local Expert	Vocational Education Program funded by EU innovation fund https://ec.europa.eu/ – Designing and implementing innovative web based E-Learning information system for Srednja Tehnicka Skola “Radoje Maric” in Uzice – http://www.tehnickaue.edu.rs/ Designing of the E-Learning system was accomplished through several interactive workshops performed with teachers and other school staff, facilitated by Miodrag Kostic. Also team leader of the software design, development, production, software testing, and quality assurance for the implementation part of the project.
29	10/2002 – 02/2013	Serbia (freelance)	E magazin, Profit magazine, natasa.stojkovic@profitmagazin.com	Freelance Journalist	Over 250 articles and interviews are published in E magazine and COM magazine. Profit magazine on business strategy, business development, marketing, management, and local business environment http://www.poslovnaznanja.com/objavljeni-autorski-tekstovi/miodrag-kostic.htm In 2003 published the first continuous series of magazine articles in Serbia on E-Business, E-Commerce, E-Learning and E-Government in COM
20	09/2002 – 08/2003	Serbia (employed)	VeratNet office@office.verat.net	Marketing Director	Development of the company’s marketing, branding, and promotional strategies, for a leading Serbian Internet Service Provider, working with media outlets and marketing suppliers. Planning and coordinating activities of the marketing team. Assisted in development of E-Commerce platforms
31	05/1998 – 06/2002	Honolulu, USA (employed)	Web Consulting Honolulu kostic.miodrag@gmail.com	Owner & Director	E-Marketing and E-Business consulting services to major Hawaiian corporations. Web application design, Microsoft ASP web programming software development, and implementation. Web marketing, Internet advertising, digital marketing, web promotion, digital sales strategy, e-commerce development, e-business development, SEO strategy. Clients: Cardservice Hawaii, Maui Divers Hawaii, Imagitel Honolulu, Life Foundation Honolulu, Maui Goose Maui, Honolulu candle, Marco Polo Concepts Honolulu, Hawaii Gifts Honolulu, Microhabitats, Paradise Ride, CATII consulting, Team Propella. Guest speaker on E-business at HTTA (Hawaii Technology Trade Association) and BWAH (Businesswoman Association of Hawaii) events
32	10/1998 – 01/2002	Honolulu, USA	Adcom Inc. Guy.vandevelde@gmail.com	Partner	Own and operate the first public Internet access kiosk business in Honolulu, Hawaii. Install and maintain the software payment platform for the internet kiosk system. Enable on-line e-payments for using the internet kiosk services.
33	01/1998 – 09/2001	Honolulu, USA	Cardservice International jforma@fdis-hi.com	Accounts Manager	Sales and marketing of one of the first E-Commerce packages on the market at that time. I also worked on E-Commerce installation and system customization within the web site engine, on-line shopping basket installation and customization (using CGI Scripts, DHTML and Java Script).
34	03/1991 – 07/1997	New York Honolulu	T-Gallery Inc. kostic.miodrag@gmail.com	Director	Own and operate 3 upscale retail stores (“T Gallery” chain) on prestigious locations at “South Street Seaport Marketplace, New York”, www.southstreetsseaport.com , and “Aloha Tower Marketplace, Honolulu”. – www.alohatower.com Create www.DogShirts.com (e-commerce web site) Create and market www.DogShirts.com , the most comprehensive source of printed dog t-shirts at that time (ecommerce web site)
35	10/1990 – 05/1993	New York City, USA	MK Export Inc. kostic.miodrag@gmail.com	Director	Own and operate fully licensed export-import business in Flushing and Staten Island, New York Member of the first “World Trade Center – New York” business computer network in 1990
36	02/1989 06/1991	New York City, USA	Miodrag P Kostic Refrigeration kostic.miodrag@gmail.com	Director and owner	Own and operate Refrigeration and Air Conditioning contracting business in Flushing, Queens, NY, performing installation and repair services for over 100 business clients in the metropolitan New York area
37	04/1985-09/1986	Belgrade, Yugoslavia	KGH Heating, Refrigeration and AC professional publication	Designer author	Developed one of the first HVAC computer software programs in Serbia to calculate building walls insulation, heat conduction, water vapor diffusion and sound insulation, forerunner of sustainable development, using Commodore 64, Simons Basic programming language, 5.25-inch floppy disc. The program was widely used in “Arhitektura & Urbanizam” company to design blueprints for building construction and HVAC design. The article on this program was published in the September 1986 issue of KGH - Yugoslavian Heating, Refrigeration and Air Conditioning scientific-professional publication.
38	12/1983 – 06/1986	Belgrade, Yugoslavia	Arhitektura & Urbanizam kostic.miodrag@gmail.com	Mechanical Engineer	Mechanical engineer with Belgrade-based design and engineering company. Professional mechanical engineer exam – certificate received in 1986