IVANA

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| most significant WORK Experience | 1. **ZEGIN FARM Pharmacy (Belgrade, Serbia)**   **Senior Pharmacist January 2017 – present**  **ZEGIN FARM** is a well-known pharmacy chain which consists of 126 pharmacies throughout the Balkan, being a regional leader in providing services such as retail of medicines, dietary supplements, cosmetics, macrobiotics products etc.   * Ensuring store traffic of drugs, dietary supplements and medical devices; * Preparing medications by reviewing and interpreting physician orders and detecting possible therapeutic incompatibilities; * Organizing and directing technicians' work flow; verifying their preparation and labeling of pharmaceuticals; verifying order entries and inspections; * Providing information by answering questions and requests of health care professionals; counseling patients on drug therapies; * Promoting healthy lifestyle in order to maintain and enhance the overall quality of citizens’ wellbeing; * Maintaining pharmacological knowledge by attending educational workshops; * Presentation of the company and its products on medical conferences and farmaceutical gatherings through different media * Administrative and other tasks upon requests.  1. **HERBALIFE (Belgrade, Serbia)**   **Sales Representative 2012 - 2017**  **HERBALIFE** is a global leader in distribution of dietary supplements ( in forms of protein shakes, healthy snacks and vitamins) and cosmetics, being present at the market since 1980, operating in 90 countries with the aim of promoting active and healthy lifestyle.     * Arranging appointments and making presentations with new potential customers * Ensuring new markets and increasing sales profits * Being in charge of weight management program for overweight/obese, malnourished adults and children; * Making individual dietary plans based on nutrition assessment; * Body composition analysis followed by regular monitoring of progress; * Guiding clients for long-term weight maintenance; * Maintaining and enhancing relations with existing and potential buyers; * Taking care of monthly and annual plans. * Active cooperation with key distributors (mentoring new company members) * Organizing fairs and promotion activities:   - Holding monthly presentations in front of 200 to 300 people on the products, nutrition and healthy active lifestyle.  - Smaller presentations on a weekly level;   * Acting as a company leader in training new staff on the company products.  1. **FARMADRIJA Pharmacy (Vršac, Serbia)**   **Pharmacy Manager 2011 - 2012**   * Complete organization and management of pharmacy; * Ensuring all payments and records are accurate; * Achieving financial objectives by preparing an annual budget; monitoring sales parameters on a daily level; * Maintaining store staff by recruiting, selecting and training pharmacy employees; * Identifying current and future customer requirements by establishing connection with potential and actual customers; * Ensuring availability of merchandise and services by maintaining inventories; * Maintaining the stability and reputation of the store by complying with legal requirements; * Upgrading professional and technical knowledge by attending educational workshops, seminars and fairs;  1. **DIGITALIS Pharmacy (Belgrade, Serbia)**     **Manager of 4 pharmacies 2000 - 2011**   * Taking care of articles and stock availability, liaising with suppliers; * Conducting marketing campaigns/promotions in order to promotce services, consolidate the company brand and maximise sales; * Participating in events and congresses with pharmaceutical thematics; * In charge of smooth and efficient customer service, responding to customer inquiries via mail and phone; * Other administration tasks upon request. * Working with recipes, providing consulting activities to the patients; * **Medical Representative:** Arranging appointments with pharmacists. Presenting products to healthcare staff. Building new contacts and maintaining positive working relationships.   ***Key Accomplishments:*** *Participation in the First Congress On Dietary Supplements (2007) with the poster presentation on the topic NUTRICEUTICS: A CHALLENGE AND POSSIBILITIES.*   1. **Medical High School (Požarevac, Serbia)**   **Associate Lecturer 1998 - 2000**   * Delivering lectures on Pharmaceutical Technology subject; * Active engagement in improvement of current school’s curriculum;  1. **Pharmacy of Požarevac (Serbia) 1998 – 2000**   **Junior Pharmacist**   * Internship and gradual introduction to the performance of pharmacist’s main tasks and responsibilities, through mentor work and under supervision of the responsible Chief Store Pharmacist; * Making preparations and gaining pharmacy routine in the everyday work. | |
| Education | • **BA: Graduated Pharmacist, Faculty of Pharmacy, University of Belgrade, Serbia (1991-1998);**   * Obtained official license for independent Pharmacist work (1999.)   • Grammar School of Požarevac:Department of Natural Sciences, Požarevac, Serbia (1988-1991)  **Additional Courses:**   1. **Association for systematic therapy and systematic solutions of Serbia**: *Postgraduate specialization for the future system consultants (in progress):* working on the following modules: Business Decisions, Career and Work Goals, Conflict Resolving etc. (2012-2017)      1. **NLP Institute of Belgrade**: *Professional coaching,*  *Energy Balanced Coaching*; *Presentation skills; Power Life Design by Slavica Squire* (2015-2016); 2. **Filip Mihajlović: *Training for Quick Goals Coaches* (2015.)** | |
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| Computer Skills | • MS Office (Word, Excel, Power Point);  • Solid knowledge of social networking and Internet marketing tools. |  |
| Languages | • Serbian: native   * English: spoken and written – B2.3 level | |
| Activities and Interests | Sport and recreation; workshops related to personal development; music, reading.  Holder of **driving license B, active driver.** | |