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.

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| 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
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| Activities and Interests  | Sport and recreation; workshops related to personal development; music, reading.Holder of **driving license B, active driver.** |