

## PERSONAL INFORMATION

## Nenad Markovic

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🌐 [markovic.nenad.qa](http://markovic.nenad.qa)

Gender Male | Date of birth 15/12/1980 – Sarajevo | Citizenship Bosnia and Herzegovina

Marital status Married, two children

## WORK EXPERIENCE

## Quality assurance coordinator

University of East Sarajevo, Rectorate Office, Vuka Karadzica 30, 71123 East Sarajevo, Republic of Srpska, Bosnia and Herzegovina ( <http://www.ues.rs.ba>)

- Coordination of different methods of evaluation and accreditation,
- Managing and organizing Committee for Quality assurance,
- Performing internal audits,
- Performing implementation of measures for improvement,
- Teacher of "Project Management" at Center for Lifelong Learning,
- Activities of strategic management,
- Creation of different documents,
- Managing and coordinating of different domestic and international projects,
- Organization of different seminars/ workshops,
- Obtaining preconditions for establishing the quality within high education and establishing the standards of European system of studying.
- Defining the quality of process which contains the quality of realization of lectures, involvement of students, class attendance, quality of exam, etc.
- Cooperation with Quality Assurance Centres and synchronizing the criteria of Quality Assurance according the international standards.

(01.01.2007. – 01.10.2020.)

Business or sector Management - Professional service/ office to support teaching and scientific research processes, Project Management, Quality Management, Strategic Management

## Manager of the integrity of the University of East Sarajevo

responsibility to head of the authority for constant monitoring and periodic risk control and updating of the integrity plan measures

(2018-2020)

## Assistant professor

Scientific-education area: Management and marketing

Courses: Project Management, Management of quality and changes, Organization and Management in health care, Management in health

(04.05.2020.-present)

## EDUCATION AND TRAINING

October 2015. – December 2018.

## Doctor of Science in Economics (PhD)

University of East Sarajevo, Faculty of Economics, Bosnia and Herzegovina

- Management, Strategic Management, Economics

October 2007. – April 2015.

## Master of Science in Economics (MSc)

University of East Sarajevo, Faculty of Economics, Bosnia and Herzegovina

- Management, Strategic Management, Economics

October 1999. – March 2005.

## Bachelor of production and management (BSc)

University of East Sarajevo, Faculty for Production and Management, Bosnia and Herzegovina

- Engineering, Management

## PERSONAL SKILLS

Mother tongue(s) Serbian

Other language(s)

English

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
C1	C1	C1	C1	C1
Replace with name of language certificate. Enter level if known.				

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user  
Common European Framework of Reference for Languages

Communication skills

- Good communication skills gained through my experience as project manager on different national and international project, as quality manager in assuring quality of different segments at university, as accreditation expert in evaluation of higher education institutions, as member of different bodies on national and international level, as strategic manager in development of different strategies.

Organisational / managerial skills

- Leadership gained through managing of international projects
- Teamwork as most often used
- Management through planning, organizing, coordinating, leading and controlling quality assurance processes, projects, strategies

Job-related skills

- Ambitious and responsible
- Team player, energetic and proactive operating with minimum direction and taking strong initiative
- Excellent organizational, communicational and computer skills
- High integrity, self-starter with strong performance orientation and the ability to motivate
- Used to working in fast pace environment
- Good command in conducting quality audits

Computer skills

- Good command of Microsoft Office™ tools
- Good command of AutoCAD
- Good command of Expert Choice

Other skills

- Good knowledge in playing piano
- Active in different sports: football, basketball, tennis

Driving licence

- B category

## ADDITIONAL INFORMATION

### Publications

1. Research Projects Planning and Managing. In: Cvetković Ilić D. (ed.). Academic Guidebook for Young Researchers. Authors: Bokonić, D. Berjan, S. Marković, N. University of Nis, Nis, Serbia. pp. 226-254. ISBN 978-86-7181-103-3, COBISS.SR-ID 25811756
2. Bokonić, D. Marković, N. Gigović, J. (2018) Strategy of Internationalization of the University of East Sarajevo 2018-2023. Publisher: University of East Sarajevo. ISBN 978-99976-745-0-0, COBISS.RS-ID 7575320
3. Marković, N. et. al. (2017) Different methodological approaches in exploring the role of mentors in inclusive education. Publisher: University of East Sarajevo Faculty of Medicine. ISBN 978-99976-717-2-1, COBISS.RS-ID 693660
4. Marković, N. (2008) Quality assurance in higher education, basic elements, Institute for textbooks and teaching aids East Sarajevo, 2008. Year, ISBN 978-99955-0-335-2, COBISS. BH – ID 743192

### Projects

1. Strengthening of higher education in B&H, Council of Europe (2006-2008)
2. Quality management in Medicine, TEMPUS (2006-2007)
3. Strengthening of quality assurance at universities in B&H, TEMPUS (2007-2008)
4. From quality assurance to strategy development, TEMPUS (2007-2010)
5. IT – qualification framework for higher education area in B&H, TEMPUS (2007-2008)
6. Strategically and structural development of quality assurance in B&H higher education, TEMPUS (2008-2010)
7. EU oriented self-evaluation report procedures for B&H universities, TEMPUS (2006-2008)
8. Strengthening of BIH higher education reform, GOPA (2009-2011)
9. Web application for students' survey as software support in the quality assurance process at higher education institutions, Ministry of Science and technology of Republika Srpska (2010)
10. Establishing of quality assurance audit practice at University of East Sarajevo and Banja Luka, QASAP (2010-2011)
11. EU standards for accreditation of study programs on BH Universities, TEMPUS (2010-2013)
12. Strategic Management of Higher Education institutions based on Integrated Quality Management System, SHEQA, TEMPUS (2010-2013)
13. Center for Curricula Modernization and Lifelong Learning – CCMLL, TEMPUS (2010-2013)
14. Study about potential users of centers for voluntary and confidential advising and testing on HIV/ AIDS in students' population in BIH, Institute for public health of Republic of Srpska (2011)
15. Application of business intelligence in analysis, planning and managing of business processes at higher education institutions, Ministry of Science and technology of Republika Srpska (2011)
16. Embedding Quality Assurance in Doctoral Education – EQADE, TEMPUS (2011-2014)
17. Equal opportunities for students with special needs - EQOPP, TEMPUS (2011-2014)
18. Studies in Bioengineering and Medical Informatics – BIOEMIS, TEMPUS (2012-2015)
19. The European Academic Network for Open Innovation, OI net, Lifelong Learning Program (2013-2016) - **COORDINATOR AT THE UNIVERSITY**
20. Benchmarking as a tool for improvement of Higher education performance – BIHTEK, TEMPUS (2013-2016)
21. Bosnia and Herzegovina Qualifications Framework for Higher Education – BHQFHE, TEMPUS (2014-2017)
22. Comparative analysis of competences and nursing curriculum between EU and WB partners – CCNURCA, TEMPUS (2014-2017)
23. Strengthening of internationalization in BIH higher education, STINT, Erasmus+, CBHE (2015-2019)
24. Enhancement of HE research potential contributing to further growth of the WB region, Re@WBC, Erasmus+, CBHE (2015-2018)
25. School-to-Work Transition for Higher Education students with disabilities in Serbia, Bosnia & Herzegovina and Montenegro, Trans2Work, ERASMUS+ KA2 (2015-2018)
26. Strengthening Capacities for Tourism changes in WB - Building Competences for Quality Management of Heritage and Cultural Tourism – CULTURWB, ERASMUS+ KA2 (2016-2019)
27. Enterprise Europe Network of Republic of Srpska – COSME – HORIZON2020 (2019-present) – **COORDINATOR AT THE UNIVERSITY**
28. Strengthening capacities for the implementation of dual education in BH higher education, DualSCI, ERASMUS+ KA2 (2019-present)
29. Status and perspectives of wine tourism development in the Republic of Srpska, Ministry of Scientific and Technological Development, Higher Education and Information Society, (2019 – present)
30. Development of part-time and short cycle studies in higher education in Bosnia and Herzegovina, ERASMUS+ KA2 (starting from 15/01/2021 - 2024)

## Honours and awards

(2017) - Acknowledgment of the University of East Sarajevo  
 (2014) - Auditor/ Lead Auditor Quality Management Systems, IRCA certified, RINA  
 (2013) - Certificate of training for an external expert in the implementation of the external evaluation of study programs  
 (2012) - Appreciation "Diploma with dignity" for cooperation in 2011-2012 year in the implementation of the project "Combating Corruption in Higher Education", Sarajevo CCD KYODO  
 (2010) - Internal auditor quality system requirements of ISO 9001: 2008, SIQ - Slovenian Institute for Quality and Metrology  
**(2008) - Recognition for active participation in the development of the BiH Standards and Guidelines for Quality Assurance in Higher Education in 2006-2007, the Council of Europe**  
**(2008) - Recognition for active participation in the development of BiH higher education qualifications framework in 2006-2007, the Council of Europe**

## Memberships

Member of Asia-Pacific Quality Network as a consultant (2015 - present)  
 Member of Steering Board of the University of East Sarajevo (2013 – 2017, 2017 - present)  
 Member of Committee for Quality Assurance (2008 - present)

**Member of Commission for accreditation of the University of Zenica (2019)**

**Member of Commission for accreditation of the University of Mostar (2015)**

**Member of Commission for accreditation of the College Prometheus Banja Luka (2014)**

## Paperwork

1. Markovic, N. et. al. (2010) Review, quality assurance in higher education – road to european higher education, Conference of higher education of Republic of Srpska, Banja Luka
2. Markovic, N. et. al. (2012) Quality system from the perspective of universities of BiH, 16th International Research/Expert Conference, "Trends in the Development of Machinery and Associated Technology", TMT 2012, Dubai, UAE
3. Bokonjić, D. Marković, N. Novaković, M. Trbojević, S. Grujić, R. Petković, D. Mujkić, D. (2012) Impact of new standards on quality improvement of study programs in Bosnia and Herzegovina, VII European Quality Assurance Forum – Tallinn University Estonia, "How does Quality Assurance Make a Difference?"
4. Marković, N. Petković, D. Trbojević, S. Bokonjić, D. (2013) Balanced Scorecard method in strategic planning of development of higher education institutions, 8. Scientific conference with international participation, Neum, BiH
5. Krunić, G. Unković, I. Marković, N. Marinović, B. Vučurević, R. (2013) Development of the Balanced Scorecard concept as a strategic management system, 8. Scientific conference with international participation, Neum, BiH
6. Oruč, M. Abazović, A. Marković, N. Plančić, I. Prodanović, S. (2013) Contribution to the interpretation and implementation of criteria for the accreditation of study programs at higher education institutions in BiH, 8. Scientific conference with international participation, Neum, BiH
7. Milinković, S. Mijić, D. Marković, N. Grujić, R. (2014) Electronic Learning at the University of East Sarajevo - Overview of the State of Infoteh - Jahorina Vol. 13.
8. Marković, N. Petković, D. (2015) Strategic planning of higher education institutions based on application of the Balanced Scorecard model (model proposal and research results), Jahorina Business Days, Pale
9. Petković, D. Marković, N. (2015) Impact of quality assurance on development of Balanced Scorecard as a tool for strategic planning in higher education, Scientific conference with international participation - plenary lecture, Quality 2015, Neum
10. Petković, D. Marković, N. Plančić, I. Bokonjić, D. (2015) Development of benchmarking methodology of higher education organizations, Scientific conference with international participation, Quality 2015, Neum

11. Markovic, N. Petkovic, D. Moljevic, S. Maric, B. Gojkovic, R (2015) Possibilities of implementation of the balanced scorecard method in higher education. International Journal for Quality Research, Center for Quality, University of Montenegro and Center for Quality, University of Kragujevac, Serbia
12. Markovic, N. Petkovic, D. Boljevic, V. (2015) Identification of key performance indicators of higher education institutions through application of balanced scorecard, 19th International Research/Expert Conference, "Trends in the Development of Machinery and Associated Technology", TMT 2015, Barcelona, Spain
13. Markovic, N. Trbojevic, S. Vukojevic, D. Krulj, S. Drijaca, D. Bokonjic, D. (2015) Application of the principles European Charter and Code for Researches at the University of East Sarajevo, WBCInno2015 International Conference, Novi Sad, Serbia
14. Bokonjić, D. Račić, M. Trbojević, S. Mašić, S. Marković, N. (2017) Reform nursing education/ pilot study programme at University of East Sarajevo, Nacionalna i univerzitetska biblioteka Bosne i Hercegovine, Sarajevo, ISBN 378(497.6)(082)
15. Markovic, N. Perucica, R. Sladoje Bosnjak, B. Klemenovic, J. Kartasidou, L. (2018) Comparative analysis: The role of centres for support in the transition process of students with disabilities from universities to labour market, 6th Panhellenic Conference of Developmental Psychology, Thessaloniki, Greece
16. Sladoje Bosnjak, B. Perucica, R. Markovic, N. (2018) Online learning as support system for students with disability, 6th Panhellenic Conference of Developmental Psychology, Thessaloniki, Greece
17. Vukojevic, D. Grujic, I. Markovic, N. (2019) The opportunities for development of wine tourism as a specific form of the tourist offer of Herzegovina, Collection of Papers "get ready for iGeneration" e-Book Issue, ISBN 978-86-7031-523-5, 18th Conference Contemporary Trends in Tourism and Hospitality, University of Novi Sad, Faculty of Sciences, Novi Sad p.p. 175-185
18. Markovic, N. Abazovic, A. (2021) Izazovi pandemije Covid-19 na organizaciju visokoškolskih ustanova. EDUCA, Časopis za obrazovanje, nauku i kulturu. Godina XIV, broj 14, ISSN: 2303-7342, Mostar. Str. 163-171.
19. Markovic, N., Bokonjic, D. and De Lepeleer, G. (2021), "Development and implementation of internationalization in Bosnia and Herzegovina higher education", International Journal of Educational Management, Vol. 35 No. 6, pp. 1263-1276. <https://doi.org/10.1108/IJEM-01-2021-0002>
20. Bukumiric Z, Ilic A, Pajcin M, Srebro D, Milicevic S, Spaic D, et al. (2022) Effects of problem-based learning modules within blended learning courses in medical statistics – A randomized controlled pilot study. PLoS ONE 17(1): e0263015. <https://doi.org/10.1371/journal.pone.0263015>
21. Vukojević, D.; Tomić, N.; Marković, N.; Mašić, B.; Banjanin, T.; Bodiroga, R.; Đorđević, T.; Marjanović, M. Exploring Wineries and Wine Tourism Potential in the Republic of Srpska, an Emerging Wine Region of Bosnia and Herzegovina. Sustainability 2022, 14, 2485. <https://doi.org/10.3390/su14052485>

## Strategic documents

### Contributed in the creation of state documents

Standards and guidelines for quality assurance in Bosnia and Herzegovina 2006-2008  
 Basic of qualification frame in Bosnia and Herzegovina 2006-2008  
 Recognition model for Bosnia and Herzegovina higher education area 2017-2018

### Participated as author in creation following strategies

Development strategy of the University of East Sarajevo 2007-2013  
 Development strategy of the University of East Sarajevo 2015-2020  
 Strategy for communication 2017-2022

**Strategy of human resources for research 2017-2022 (HR excellence in research - approved by European Commission EURAXESS) – COORDINATOR AND LEADER**

Strategy for internationalization 2018-2023

## SME development

Coordinator at the University of East Sarajevo related to Enterprise Europe Network.  
 He did several innovation assessment of firms in Bosnia and Herzegovina via Improve Academy platform.  
 He connects several firms with European firms for cooperation.  
 He organized few Business to Business meetings for SMEs in Bosnia and Herzegovina.  
 He presented project opportunities to Bosnia and Herzegovina SMEs through different meetings.

