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## PERSONAL INFORMATION

Ines Isaković



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**Sex** Female | **Date of birth** 08/03/1985 | **Nationality** Croatian citizen/Bosnian citizen

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## TECHNICAL SKILLS

<b>Languages</b>	<b>GERMAN B2 ÖSD</b>
<b>Applications</b>	PHP, HTML, MySQL – basic knowledge Microsoft Office Package applications, DeZign for Databases V4, Macromedia Dreamweaver MX, Maya 7.0, Oracle 9i, DzSoft, Business Information System (BIS) for utility fee
<b>Special Skills</b>	Knowledge Discovery in Databases (Data Mining and Data Warehousing), Reporting/Documenting, Team work, Dealing with Economy that is result from courses related to minor, as well as Public procurements
<b>Certificates</b>	<ul style="list-style-type: none"><li>- <b>Competency exam in informatics</b></li><li>- <b>Skill Assessment</b> for Business Analasist that I het from Australia</li><li>- <b>CIA- IIA (The Institute of Internal Auditors certificate as IT Auditor)</b></li><li>- <b>Lead/Exsternal auditor for Information Security Management Systems ISO/IEC 27001:2013</b></li></ul>

## EDUCATION

<b>2010 - 2014</b>	<b>Paneuropeani University Apeiron</b> , Banja Luka Continue with my education to get <b>PhD degree</b> in Computer Science with topic "Performance on information systems audit with emphasis on revision of Traffic Center Bihać" <ul style="list-style-type: none"><li>➤ As I mention the topic of my PhD thesis, I have done audit using ISO 27001 and 27002, as well as CobiT. These standards are mostly used in information system audit.</li></ul>
<b>2008 - 2010</b>	<b>Paneuropeani University Apeiron</b> , Banja Luka Private University with lectures in Bosnian. Receive <b>a masters degree</b> in Information Technology on the topic "Customer Relationship Management (CRM) information systems".
<b>2004 - 2008</b>	<b>Sarajevo School of Science and Technology</b> , Sarajevo Private University with lectures in English associated with the <b>University of Buckingham</b> ; receive British and Bosnian diploma <b>Degree in Information Systems and Economy</b>
<b>2000 - 2004</b>	<b>High School "Gymnasium Bihac"</b> , Bihac; Award in Mathematics (third place)

## RELEVANT COURSEWORK

Databases  
System Analysis and Design

E-commerce  
 Principles of Information Systems  
 Project Management  
 Data Mining and Warehousing  
 Networks and Telecommunications  
 Principles of Macroeconomics  
 Principles of Microeconomics  
 Financial Reporting and Analysis  
 Comparative Economic Systems  
 Statistics  
 International Political Economies and Globalization

## **WORK EXPERIENCE**

<b>Year</b>	<b>Job Position</b>	<b>Company</b>
2006 and 2008	IT Administrators	Municipality of Bihac
<ul style="list-style-type: none"> <li>10 days praxis in Municipality in Bihac. Learned about Computer Networks and Maintains of Information System. Also learned and worked with some other useful tools for web development such as DzSoft, PHP programming language. Practical experience with networks, how it works as a whole, how to develop it, which cables to use and how to transform them to the network cables, which tools are needed and how to put it into a function. Work with new Information System, which automated many activities in the Municipality. How to solve particular problems related to the new IS.</li> </ul>		

<b>Year</b>	<b>Job Position</b>	<b>Company</b>
2005	IS Department	Telecom Bihac
<ul style="list-style-type: none"> <li>15 days praxis in Telecom Bihac. Deal with databases (developed one), SQL statements, Oracle 9i, Excel, introduced to their server room (application and database servers and backups),</li> </ul>		

<b>Year</b>	<b>Job Position</b>	<b>Company</b>
2007	Department of individuals and legal entities	UniCredit Zagrebacka Banka, Bihać
<p>Spend there 10 days. Learned about credits and credit cards. Learned how to work with individual and legal entities and have ability to work with them. Have practical experience working with customers. As a part of practical experience I was included in making contract as well as making the best offers for large companies. I went thru all departments in the bank, also learned about e-banking and all needed installations. I had a chance to work with their information system, which is made in Oracle database and it is a great experience for me.</p>		

<b>Year</b>	<b>Job Position</b>	<b>Company</b>
2009	Probationary employee	JU „ZAVODU ZA PROSTORNO UREĐENJE“ Bihać
<ul style="list-style-type: none"> <li>As a probationary employee in JU „ZAVODU ZA PROSTORNO UREĐENJE“ Bihać worked in Traffic Centre, which is used to control semaphores in the entire town. Traffic center is automotive, has information system and its own database. Have the ability to produce many reports and statistics related to daily and monthly traffic. As a probationary employee has engaged to go through each department in order to learn ZAVOD's activities.</li> </ul>		

<b>Year</b>	<b>Job Position</b>	<b>Company</b>
2009	Expert assistant of information systems	JU „ZAVODU ZA PROSTORNO UREĐENJE“ Bihać
<ul style="list-style-type: none"> <li>Now I am employed in JU „ZAVODU ZA PROSTORNO UREĐENJE“ Bihać, work as expert assistant for information systems. In charge to coordinate work with Business Information System (BIS) application for utility fee, organize the database, also in charge of computers, network as well as company's server (at the level that is permitted to me). Dealing with some economic work and public procurements. Also involved in Traffic center that I mentioned above.</li> </ul>		

<b>Year</b>	<b>Job Position</b>	<b>Company</b>
2015	Assistant Professor	Sveučilište/Univerzitet Vitez

- Employed as Associate professor at the University Vitez. Associate professor that I work in the field of Information Systems, and now I am taking courses such as Management of Business Information Systems and Data Mining at the undergraduate study and Advanced Database to graduate students.

## **PUBLICATIONS**

1. Performanse CRM-a sa akcentom na implementaciju Data Mining-a i Data Warehousing tehnologija - u decembru mjesecu u Journal of Information Technology and Applications
2. Performanse CRM-a sa akcentom na implementaciju tehnologije elektronskog poslovanja (e-business) – Aseestant SouthEast European Journals Production Assistant
3. **WEB PRESENTATION AND E-COMMERCE AT THE EXAMPLE OF PUBLIC INSTITUTION 'RETIREMENT HOME WITH DISPENSARY'**  
International Journal of information and communication technologies FIT, University of Vitez and Tambov state University named after G.R. Derzhavin; November 2014. ISSN 1986-5694;  
Number 3. Link: [http://casopisedukator.info/Zbornik\\_3.pdf](http://casopisedukator.info/Zbornik_3.pdf)
4. **ESSAY ON INFORMATION SAFETY**  
International Journal of information and communication technologies FIT, University of Vitez and Tambov state University named after G.R. Derzhavin; November 2014. ISSN 1986-5694;  
Number 3. Link: [http://casopisedukator.info/Zbornik\\_3.pdf](http://casopisedukator.info/Zbornik_3.pdf)
5. **DATA MINING PROJECT ON THE PIMA INDIAN WOMAN THAT HAVE DIABETES**  
International Journal of information and communication technologies FIT, University of Vitez and Tambov state University named after G.R. Derzhavin; November 2014. ISSN 1986-5694;  
Number 3. Link: [http://casopisedukator.info/Zbornik\\_3.pdf](http://casopisedukator.info/Zbornik_3.pdf)
6. **INTERNAL AUDIT**  
ČasopisEduk@tor, Asocijacijaza IT iFakultetInformacionihtehnologija S/U Vitez, Travnik, Novembar 2014.  
ISSN 2303 5560-el. izd., ISSN 2303-5684-st. izd.  
Link: <http://casopisedukator.info/2.broj.pdf>
7. **EXTERNAL AUDIT**  
ČasopisEduk@tor, Asocijacijaza IT iFakultetInformacionihtehnologija S/U Vitez, Travnik, Novembar 2014.  
ISSN 2303 5560-el. izd., ISSN 2303-5684-st. izd.  
Link: <http://casopisedukator.info/2.broj.pdf>
8. **PROCEDURE OF IT AUDIT**  
ČasopisEduk@tor, Asocijacijaza IT iFakultetInformacionihtehnologija S/U Vitez, Travnik, Novembar 2014.  
ISSN 2303 5560-el. izd., ISSN 2303-5684-st. izd.  
Link: <http://casopisedukator.info/2.broj.pdf>
9. **ACCOUNTING REGULATION IN THE EUROPEAN UNION**  
ČasopisEduk@tor, Asocijacijaza IT iFakultetInformacionihtehnologija S/U Vitez, Travnik, Novembar 2014.  
ISSN 2303 5560-el. izd., ISSN 2303-5684-st. izd.  
Link: <http://casopisedukator.info/2.broj.pdf>
10. **CUSTOMER RELATIONSHIP MANAGEMENT**  
Časopis ZIPS, Sarajevo, Mart 2015.  
ISSN 0351-8396,  
Link: [http://www.privrednastampa.biz/galerija/Datoteke/GrupacijeArtikliDatoteke/2.pdf?26\\_2\\_2015\\_10\\_11\\_44](http://www.privrednastampa.biz/galerija/Datoteke/GrupacijeArtikliDatoteke/2.pdf?26_2_2015_10_11_44)
11. **STANDARDS OF AUDIT INFORMATION SYSTEMS**  
Časopis ZIPS, Sarajevo, Maj 2015.  
ISSN 0351-8396, UDK 34:657  
Link: [http://www.privrednastampa.biz/galerija/Datoteke/GrupacijeArtikliDatoteke/2.pdf?30\\_4\\_2015\\_8\\_23\\_08](http://www.privrednastampa.biz/galerija/Datoteke/GrupacijeArtikliDatoteke/2.pdf?30_4_2015_8_23_08)

## **BOOKS**

1. **Customer Relationship Management (CRM)**, 2013, ISBN 978-3-659-50340-5