

Curriculum Vitae

LIČNI PODACI

Ime i prezime:	Amila Pilav-Velić
Datum rođenja:	15.01.1982.
Adresa stanovanja:	
Telefon:	033/251-771
E-mail:	amila.pilav-velic@efsa.unsa.ba
Web stranica:	http://www.efsa.unsa.ba/ef/ba/ofakultetu/nastavnici-i-saradnici/1449?task=view
Polja profesionalnog interesovanja:	IT i poslovanje, Upravljanje poslovnim procesima, Inovacijski menadžment, Upravljanje odnosima s klijentima

OBRAZOVANJE

Naziv institucije	Trajanje	Kvalifikacija
Ekonomski fakultet, Univerziteta u Sarajevu, Tempus projekat u saradnji s School of Economics and Business, University of Vienna i Faculty of Economics, University of Ljubljana	Oktobar 2010- Novembar 2013	PhD program – Management/Business – prosjek ocjena 10.0
Ekonomski fakultet Univerzitet u Sarajevu	2006- 2010	Postdiplomski studij - Msc (Master of science)
Ekonomski fakultet Univerzitet u Sarajevu	2000-2004	Diplomski studij – prosjek ocjena 9.1

STRANI JEZIK [od 1 do 5 (1 = slabo, 5 = odlično)]

Strani jezik	Čitanje	Govor	Pisanje
Bosanski	Matični jezik		
Engleski	5	5	5
Njemački	2	2	2
Arapski	2	2	2

DODATNE VJEŠTINE/SPOSOBNOSTI

Naziv	Opis
Znanje računarskog software-a	Puna kompjuterska pismenost (Unix OS, Windows OS, Mac OS, Ms Office, Adobe paketi)
Vozačka dozvola	B

SADAŠNJA POZICIJA:

Naziv institucije:	Ekonomski fakultet u Sarajevu
Pozicija:	Docent
Adresa:	Trg Oslobođenja/Alija Izetbegović br.1.
Telefon:	033/251-771
E-mail:	amila.pilav-velic@efsa.unsa.ba
Website:	http://www.efsa.unsa.ba/ef/ba/ofakultetu/nastavnici-i-saradnici/1449?task=view

DOSADAŠNJA ZAPOSLENJA

Naziv institucije	Trajanje	Pozicija
Ekonomski fakultet, Univerzitet u Sarajevu	Oktobar 2010- 2014	Viši asistent - Katedra za menadžment i informacione tehnologije
Elektrotehnički fakultet, Univerzitet u Sarajevu	Oktobar 2012- 2014	Viši asistent - Odsjek Telekomunikacije
Ekonomski fakultet, Univerzitet u Sarajevu	Septembar 2009- Oktobar 2010	Asistent-Katedra za menadžment i informacione tehnologije
LUKOIL, Internacionalna naftna kompanija, ured u Sarajevu	Juli 2008-Septembar 2009	Franšizni menadžer
Uniq-osiguranje doo, Sarajevo	Maj 2008-Juni 2008	Poslovni analitičar
Uprava za indirektno oporezivanje BiH	Juni 2005-Maj 2008	Stručni saradnik u odjelu za kontrolu velikih poreznih obveznika

SPECIFIČNO PROFESIONALNO ISKUSTVO

- Ruководilac Centra za razvoj nastavnog osoblja Ekonomskog fakulteta u Sarajevu, april 2013 -...;
- Gostujući predavač na Postdiplomskom studiju Elektrotehničkog fakulteta Univerziteta u Sarajevu, Januar 2013 - ...;
- Član AACSB akreditacijskog tima na Ekonomskom fakultetu Univerziteta u Sarajevu;
- Predstavnik viših asistenata u Vijeću Ekonomskog fakulteta u Sarajevu juni 2013 – oktobar 2014.
- Asistent na predmetu Mikroekonomija-vanjski saradnik, Februar – Juli 2006 (u toku postdiplomskog studija), Ekonomski fakultet, Univerzitet u Sarajevu;
- Demonstrator, Katedra za menadžment i informacione tehnologije, Septembar 2002-Septembar 2004 (u toku dodiplomskog studija), Ekonomski fakultet, Univerzitet u Sarajevu;

DRUGE RELEVANTNE INFORMACIJE

Nagrade i stipendije:

- Stipendija za najperspektivnije mlade istraživače na UNSA u okviru Tempus projekta „Quality in research“ – gost istraživač na Westfalische Wilhelms University of Muenster, Institute for

Business Informatics, Department for Information Systems i European Research Center for Information Systems, maj 2014

- Otvoreno društvo BiH (Soroš), Policy development fellowship program, Juni 2013;
- Priznanje Dekana za najboljeg asistenta prema ocjeni studenata u akademskoj 2009/2010 godini;
- Priznanje Dekana za najbolje studente (s prosjekom ocjena iznad 9.00) u cijeloj generaciji 2004-te godine;
- Priznanje Dekana za najbolje studente (s prosjekom ocjena iznad 9.00) dodjeljeno za 2000, 2001, 2002 i 2003 godinu.
- Stipendija općine Novi Grad u Sarajevu namjenjena najboljim i najuspješnijim studentima, 2002 i 2003 godina;
- Stipendija Fonus fondacije namjenjena najboljim i najuspješnijim studentima, 2000 i 2001 godina;
- Stipendija Fonus fondacije namjenjena najboljim i najuspješnijim srednjoškolicima, tokom cjelokupnog gimnazijskog obrazovanja (1996,1997,1998,1999 godina);

Dodatna profesionalna edukacija:

- EU Academia, HORIZON 2020, Brisel, decembar 2014.
- Postdoktorsko istraživanje i gost istraživač na Westfalische Wilhelms University of Muenster, Institute for Business Informatics, Department for Information Systems i European Research Center for Information Systems, maj 2014
- The World bank , IFRS, „The International Financial Reporting for Small and Medium-sized Entities (IFRS for SMEs)“, Oktobar 2011.
- Ministarstvo Pravosuđa BiH, Državni (javni) ispit – cjelokupna legislativa, Juni 2006.
- Evropska Unija (Customs and Fiscal Assistance Office-CAFAO), The basis of VAT revision (Osnove PDV kontrole), Januar 2006.
- Evropska Unija (Customs and Fiscal Assistance Office-CAFAO), VAT in B&H - legal basis, the analysis and discussion (PDV u BiH-zakonske osnove, analiza i diskusija), Februar 2006.
- Institut za Edukaciju, Vanjskotrgovinska komora BiH, Finansijski menadžment-kurs, April 2005.

Učešće na internacionalnim konferencijama i kolegijumima

- 33rd International Conference on Information Technology Interfaces ITI 2010. June 2011; Cavtat, Croatia: University of Zagreb and University Computing Centre, June 2-24 2011;
- The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Belgrade, Serbia;
- 7th Research/Expert Conference Quality with International Participation Quality 2011; June 1-4.2011; Neum: University of Zenica and Faculty of Mechanical Engineering Zenica, University Erlangen-Nuremberg Germany, Chair Quality Management and Manufacturing Metrology, Quality Association of B&H;
- 32nd International Conference on Information Technology Interfaces ITI 2010. June 21-24. 2010; Cavtat, Croatia: University of Zagreb and University Computing Centre;
- International Conference of the University of Zenica and Faculty of Mechanical Engineering Zenica MAINTENANCE 2010. June 10-13.2010
- BIOSTAT Symposium, University of Zagreb and University Computing Centre Cavtat, Croatia, June 2011;
- School of Biometrics, University of Zagreb and University Computing Centre Cavtat, Croatia, June 2011;
- 6. International Conference of the School of Economics and Business, ICES 2012, 12-13 October 2012. Sarajevo, School of Economics and Business, University of Sarajevo;
- 3. International Conference „Vallis Aurea“, 2012. October, 2012.; Požega-Vienna, Croatia-Austria, University of Požega and Danube Adria Association for Automation & Manufacturing-DAAAM International Vienna;
- International Conference on Economic and Social Studies, 10-11 May, 2013, Sarajevo, Faculty of Economics, International Burch University;
- The 7th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 3th – 7th June, 2013, Faculty of Mechanical Engineering University of

Belgrade in association with The International Academy for Production Engineering (CIRP), Paris, France., Belgrade, Serbia

- 5th International Scientific Conference entitled Knowledge and Business Challenges of Globalisation in 2013, 14 -15 November 2013, Faculty of Commercial and Business and Commercial Sciences in Celje.
- Wider - Green Growing of SMEs: Innovation and Development in the Energy Sector in the Mediterranean Area. Final Conference, May 21 2015, Brussels, Belgium.
- 16th EBES Conference – Istanbul, Bahcesehir University, May 27-29, 2015, Istanbul, Turkey.

Ostalo:

- Nacionalni Institut za edukaciju u saradnji s Vijećem ministara BiH, ECDL certifikat

REFERENCE – BIBLIOGRAFIJA

Objavljeni naučno-istraživački radovi:

- **Pilav-Velić, Amila:** „(E)CRM in Companies in the Bosnian Market“, *Sarajevo Business and Economics Review (SBER)*, No 30, Sarajevo, 2010, part of the bibliographic base EBSCO PUBLISHING - BUSINESS SOURCE COMPLETE and CEEOL (Central and Eastern European Library) base, ISSN: 1986-5473, pp. 295-309.
- **Habul, Aida, Pilav-Velić, Amila:** „Maintenance Management in Modern Business“: conference proceedings: International Conference of the University of Zenica and Faculty of Mechanical Engineering Zenica MAINTENANCE 2010. June 10-13.2010; Zenica: Faculty of Mechanical Engineering, 2010. pp.1-8. ISSN 1986-583X; URL: <http://www.odrzavanje.unze.ba> (28.08.2010.)
- **Habul, Aida, Pilav-Velić Amila:** „Business Intelligence and Customer Relationship Management“ conference proceedings: 32nd International Conference on Information Technology Interfaces ITI 2010. June 21-24. 2010; Cavtat, Croatia: University of Zagreb and University Computing Centre, 2010. pp. 169-174. IEEE Catalog Number CFP10498-CDR, ISBN 978-953-7138-19-6, ISSN 1334-2762; URL: <http://iti.srce.hr/> (20.08.2010.)
- **Habul, Aida, Pilav-Velić, Amila:** „The possibility of outsourcing in terms of e-business“, Conference proceedings, V International Conference ICES 2010, “Economic Development Perspectives of SEE Region in Global Recession Context”, October 14-15, 2010, Sarajevo, Rad je indeksiran u bibliografskoj bazi: EBSCO PUBLISHING – BUSINESS SOURCE COMPLETE.
- **Habul, Aida, Pilav-Velić, Amila and Kremić, Emir:** “Improvement of processes in software development by applying six sigma model approach”, The 6th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 6th – 10th June, 2011, Faculty of Mechanical Engineering University of Belgrade in association with The International Academy for Production Engineering (CIRP), Paris, France., Belgrade, Serbia, UDC: 005.6; 004.4; 11.62; 11.6; 57.015., ISBN: 978-86-7083-727-0; URL: <http://www.mas.bg.ac.rs/>
- **Habul, Aida, Pilav-Velić, Amila and Kremić, Emir:** „Improvement of Business Process by Implementing Six Sigma Model“, conference proceedings: 7th Research/Expert Conference Quality with International Participation Quality 2011; June 1-4.2011; Neum: University of Zenica and Faculty of Mechanical Engineering Zenica, University Erlangen-

- **Pilav-Velić, Amila and Habul, Aida: „Does Social Computing Provide Satisfaction for Modern Learner?“**, conference proceedings: 33rd International Conference on Information Technology Interfaces ITI 2011. June 27-30. 2011; Cavtat, Croatia: University of Zagreb and University Computing Centre, 2011. pp. 319-323. IEEE Catalog Number CFP11498-PRT, ISBN 978-953-7138-20-2, ISSN 1330- 1012; URL: <http://iti.srce.hr/>. Paper is indexed in the following bibliographic bases: ISI proceedings, IEEE explore, SCOPUS, INSPEC;
- **Lagumdžija, Zlatko, Grabovica, Elvedin and Pilav-Velić, Amila: „Information Systems and Environmental Sustainability: The major challenges“**, *TTEM Journal Vol.7., No.1., 2/3.2012.*, ISSN: 1840-1503, pp.423-431; Paper is indexed in Thomson, Web of Science, Web of Knowledge, Index Copernicus, Ebsco, etc.
- **Grabovica, Elvedin and Pilav-Velić, Amila: “The Biggest Challenges of Successful CRM implementation: Conceptual Framework”**, Conference proceedings, VI International conference ICES 2012, October 2012, Sarajevo, Paper is indexed in the following bibliographic base: EBSCO PUBLISHING – BUSINESS SOURCE COMPLETE.
- **Grabovica, Elvedin and Pilav-Velić, Amila: “What Kind of Interaction Customers Expect: A survey conducted in B&H”**, Conference proceedings, VI International conference ICES 2012, October 2012, Sarajevo, Paper is indexed in the following bibliographic base: EBSCO PUBLISHING – BUSINESS SOURCE COMPLETE.
- **Milanović-Glavan, Ljubica, and Pilav-Velić, Amila: “Performance Measurement in Process Oriented Companies“**, Conference proceedings pp. 633-637, III International Conference „Vallis Aurea“, 2012. October, 2012.g.; Požega-Vienna, Croatia-Austria, University of Požega and Danube Adria Association for Automation & Manufacturing- DAAAM International Vienna.
- **Pilav-Velić, Amila and Talić, Armin: „Empirical investigation into e-learning additional benefits: student perspective“**, *TTEM Journal Vol.8., No.1., 2013.*, ISSN: 1840-1503, pp.204-212; Paper is indexed in Thomson, Web of Science, Web of Knowledge, Index Copernicus, Ebsco, etc.
- **Stupar, Savo, Grabovica, Elvedin and Pilav-Velić, Amila: “The model of evaluation of quality e-government software applications”**, The 7th International Working Conference "Total Quality Management – Advanced and Intelligent Approaches", 3th – 7th June, 2013, Faculty of Mechanical Engineering University of Belgrade in association with The International Academy for Production Engineering (CIRP), Paris, France., Belgrade, Serbia, UDC: 658.89; 65.012.32; 005.6, ISBN: 978-86-7083-790-4; URL: <http://www.mas.bg.ac.rs/>, pp.177-182.
- **Stupar, S., Pilav-Velić, A., Šahić, E. (2013). “Expert System Approach to the Assessment of Spiritual Intelligence Impact for Decision-making Performance”**, Business Systems Research, Vol. 4, No. 2, December, 2013, pp. 68-78.
- **Stupar, S., Pilav-Velić, A., Šahić, E. (2013). “The effects of spiritual capital on decision-making process”** 5th International Scientific Conference entitled Knowledge and Business Challenges of Globalisation in 2013, 14 -15 November 2013, Faculty of Commercial and Business and Commercial Sciences in Celje.

- Habul, A., Pilav-Velić, A., Teftedarija, M., (2015). „*The Effects of Public Key Infrastructure (PKI) Implementation on Process Improvements in Public Authorities: An Empirical Study of PKI Implementation in Tax Administration of Federation of Bosnia and Herzegovina*“, 16th EBES Conference – Istanbul, Bahcesehir University, May 27-29, 2015, Istanbul, Turkey.
- Habul, A., Pilav-Velić, A., Fejzić, A., (2015). "*Whether the Employee Commitment to Implementation of CRM System Contributes to Customer Loyalty? - Empirical Analysis of the Successful CRM Implementation in the Auto Industry in Bosnia and Herzegovina*", 16th EBES Conference – Istanbul, Bahcesehir University, May 27-29, 2015, Istanbul, Turkey.

Objavljeni abstrakti na naučno-istraživačkim konferencijama:

- **Habul, Aida and Pilav-Velić, Amila and Kuldija, Nermin and Obralić, Merdžana** (2013), *EU Crisis: Economic Collapse*. International Conference on Economic and Social Studies, 10-11 May, 2013, Sarajevo, 1 (1). ISSN 2303-4564
- **Habul, Aida and Pilav-Velić, Amila and Kuldija, Nermin and Obralić, Merdžana** (2013), *Company's Web Presentation Supported by Web Content Management System*. International Conference on Economic and Social Studies, 10-11 May, 2013, Sarajevo, 1 (1). ISSN 2303-4564

Poglavlje u knjizi

- **Habul, Aida and Pilav-Velić Amila:** „*Business Intelligence and Customer Relationship Management*“, chapter in book *Advances in Customer Relationship Management, Book edited by: Dr Daniel Catalan-Matamoros, University of Almeria, Spain, April 2012, ISBN 978-953-51-0516-9, pp. 13-30.*

Knjiga

- **Habul, Aida, Pilav-Velić Amila, and Kuldija, Nermin:** “*Informatika u Javnoj Upravi*“, ISBN 978-9958-578-02-1, COBISS:BH-ID 20290822, Fakultet za Javnu Upravu, Univerzitet u Sarajevu, Sarajevo, 142 stranice., 2013.