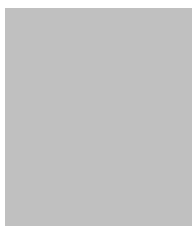


PERSONAL INFORMATION

Tomislav Baković



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✉ tbakovic@efzg.hr
🌐 www.efzg.unizg.hr/tbakovic

Sex Male | Date of birth 07/09/1979 |

CURRENT POSITION

Associate Professor at Department of Trade

WORK EXPERIENCE

2017- **Associate Professor at Department of Trade**
University of Zagreb, Faculty of Economics and Business
▪ Lecturing, writing scientific articles and papers
[Education](#)

2011-2017 **Assistant Professor at Department of Trade**
University of Zagreb, Faculty of Economics and Business
▪ Lecturing, writing scientific articles and papers
[Education](#)

2010-2011 **Senior Teaching and Research Assistant at Department of Trade**
University of Zagreb, Faculty of Economics and Business
▪ Lecturing, writing scientific articles and papers
[Education](#)

2003-2010 **Junior Teaching and Research Assistant at Department of Trade**
University of Zagreb, Faculty of Economics and Business
▪ Lecturing, writing scientific articles and papers
[Education](#)

EDUCATION

2008-2010 **Doctoral Program in Economics and Business Administration**
University of Zagreb, Faculty of Economics and Business

2004-2005 **MSc in Business Administration**
University of Zagreb, Faculty of Economics and Business

1998-2003 **MA in Business Administration**
University of Zagreb, Faculty of Economics and Business
▪ Main courses : Economic theory, finance, marketing, mathematics, statistics, macroeconomics,

international trade, tourism

PERSONAL SKILLS

Mother tongue(s) Croatian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
[Common European Framework of Reference for Languages](#)

Communication skills Excellent communication and people skills gained through real life experience working at the Faculty of Economics & Business, University of Zagreb

Organisational / managerial skills Advanced task prioritising, motivation skills, planning and presentation skills and leadership skills gained through work experience and engagement in various professional associations.

Job-related skills Good presentation skills, proficient use of quantitative and qualitative methodology for scientific work

Other skills Advanced use of MS Office, social networks and other web tools

ADDITIONAL INFORMATION

Researcher's profiles
 ORCID: <https://orcid.org/0000-0003-0120-0082>
 Google Scholar: <https://scholar.google.hr/citations?user=pT6bv1MAAAAJ&hl=hr&oi=ao>
 Popis radova: <http://bib.irb.hr/lista-radova?autor=258146>

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- Mikulić, Josip; Dužević, Ines; Baković, Tomislav. Exploring drivers of student satisfaction and dissatisfaction: an assessment of impact- asymmetry and impact-range. // Total quality management & business excellence. 26 (2015) , 11/12; 1213-1225
- Lazibat, Tonći; Baković, Tomislav; Dužević, Ines. How perceived service quality influences students' satisfaction? Teachers' and students' perspectives. // Total quality management & business excellence. 25 (2014) , 7/8; 923-934
- Dužević, Ines; Mikulić, Josip; Baković, Tomislav. An Extended Framework for Analyzing Higher Education Performance. // Total quality management & business excellence. (2016) (prihvaćen za objavljivanje).
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- Baković, Tomislav; Dužević, Ines. Integrirani sustavi upravljanja. Zagreb : Ekonomski fakultet Zagreb, 2014 (udžbenik).