

## PERSONAL INFORMATION

**Dalia Suša Vugec**

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 [www.efzg.unizg.hr/dsusa](http://www.efzg.unizg.hr/dsusa)  
 Skype dalia.susa

Sex Female | Date of birth 15/01/1989 | Nationality Croatian

## CURRENT POSITION

**Teaching and Research Assistant at the Department of Informatics**

## WORK EXPERIENCE

12/2014 – Present

**Teaching and Research Assistant, Department of Informatics**

University of Zagreb, Faculty of Economics & Business  
Trg J. F. Kennedyja 6, 10000 Zagreb (Croatia)

teaching, scientific research, administrative work, Department web site administrator, associate at several projects

Business or sector Education

04/2014 – 12/2014

**External Associate, Department of Informatics**

University of Zagreb, Faculty of Economics & Business  
Trg J. F. Kennedyja 6, 10000 Zagreb (Croatia)

teaching

04/2013 – 04/2014

**Teaching and Research Assistant, Department of Informatics**

University of Zagreb, Faculty of Economics & Business  
Trg J. F. Kennedyja 6, 10000 Zagreb (Croatia)

teaching, scientific research, administrative work

01/2013 – 03/2013

**Assistant, Marketing Department at Bayer CropScience**

Bayer d.o.o.  
Radnička cesta 80, 10000 Zagreb (Croatia)

administrative work

09/2011 – 10/2011

**Receptionist**

Bayer d.o.o.  
Radnička cesta 80, 10000 Zagreb (Croatia)

reception work, administrative work

09/2008 – 06/2011

**Student Assistant, Department of Mathematics**

University of Zagreb, Faculty of Economics & Business  
Trg J. F. Kennedyja 6, 10000 Zagreb (Croatia)

preparing tasks and programs, working with students, assisting the professor during the tests

## EDUCATION

- 08/12/2014–Present **PhD** EQF level 8  
 University of Zagreb, Faculty of Economics & Business  
 Trg J.F. Kennedyya 6, 10000 Zagreb (Croatia)  
<http://www.efzg.unizg.hr>
- 15/10/2011–26/09/2012 **Master of Economics** EQF level 7  
 University of Zagreb, Faculty of Economics & Business  
 Trg J.F. Kennedyya 6, 10000 Zagreb (Croatia)  
<http://www.efzg.unizg.hr/>
- 11/07/2007–14/09/2011 **Bachelor of Economics** EQF level 6  
 University of Zagreb, Faculty of Economics & Business  
 Trg J.F. Kennedyya 6, 10000 Zagreb (Croatia)  
<http://www.efzg.unizg.hr/>
- 09/2003–05/2007 **Grammar school**  
 Ivan Švear High School  
 Školska 12, 10310 Ivanić-Grad (Croatia)  
<http://www.ss-isvear-ivanic-grad.skole.hr/>

## TRAINING

2018. Moodle workshops, University of Zagreb, Faculty of Economics & Business, Croatia
2017. Case Study Research: Design, Execution and Publication, Ljubljana Doctoral Summer School, University of Ljubljana, Faculty of Economics, Slovenia
2016. Microsoft Dynamics NAV 2016 education, Adacta, Zagreb, Croatia
2013. Concentration, memory and speed reading course, Aurora Centar for business services and promotion, Zagreb, Croatia
2013. Wordpress CMS seminar, Niten Scientia, Zagreb, Croatia
2012. French language course, School of foreign languages Lingua Forum, Zagreb, Croatia
2011. Communication skills course, School of quality learning school Logos, Zagreb, Croatia
2011. German language course, School of foreign languages Latina, Zagreb, Croatia
2009. – 2010. Spanish language course, Student center, University of Zagreb, Zagreb, Croatia
1996. – 2000. English language course, Public open school of Ivanić-Grad, Croatia

## PERSONAL SKILLS

Mother tongue(s) Croatian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C1	C1	C2
Spanish	B1	B1	A1	A2	A2
French	A1	A1	A1	A1	A1
German	A1	A1	A1	A1	A1

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

- Communication skills**
- teamwork, reliability and responsibility,
  - openness to cooperation and agreement and willingness to help,
  - ability to work in multicultural environments,
  - good communication skills gained during the work with students and during the work at the students association board and student business journal editorial office

- Organisational / managerial skills**
- experience in planning and implementing projects,
  - working with students,
  - experience in team management,
  - leadership (president of student association),
  - sense for organization and planning

- Job-related skills**
- ability to quickly adapt to situations and tasks,
  - analytical skills,
  - presentation skills
  - scientific research skills
  - education skills

**Digital skills**

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

proficient user: MS Office, Google Apps, Internet

good knowledge: MS Navision, SAP, PhotoShop, Corel Draw, PaintShop, Bizagi Modeler, ARIS Business Architect, Doctus, SQL, Wordpress CMS, Moodle, IBM SPSS, JMP, Statistica, EViews

**Driving licence** B

**DODATNE INFORMACIJE**

- Rewards**
- 2017. Best Paper Award, 19th International Conference on Sustainable Information Systems and Technologies, 18-19/05/2017, Paris, France
  - 2012. Deans award for master thesis called "Unified communications" for the academic year 2011/2012
  - 2003 – 2007. Zagreb County scholarship for excellent students

- Projects**
- 2017. University project "Modeling in knowledge economy using decision support methods" (head: Prof. Mirjana Pejić Bach)
  - 2015 - 2019. Croatian Science Foundation Project "Process and business intelligence for business excellence" (head: Prof. Vesna Bosilj Vukšić)
  - 2015. University project "Business Processes in the Implementation of Cost Accounting in the Health System" (Head: Prof. Dr. Ivana Dražić Lutlisky)
  - 2014. University project "Modeling the current competitiveness determinants in the business economy of the Republic of Croatia using decision support methods" (head: Prof. Vesna Bosilj Vukšić)

- Memberships**
- 2013 – Present. Croatian Interdisciplinary Society member
  - 2013 – Present. Union for Conservation of Heritage Moslavina Treasury member
  - 2011 – 2012. Event manager in BIT - Society for Advancing Business & Information Technology
  - 2010 – 2011. Croatian Students Association Supervisory Board member
  - 2010. International business student's magazine Manager Faculty section editor
  - 2009 – 2010. Croatian Students Association President
  - 2008 – 2009. Croatian Students Association Head of the International Relations department
  - 2007 – 2012. Croatian Students Association member
  - 2008 – 2011. International business student's magazine Manager journalist
- Reviewer**
- 2014. – Present Journal of Management and Training for Industries
  - 2017. – Present Business Systems Research Journal
- Researcher's profiles**
- ORCID: <https://orcid.org/0000-0002-4702-6000>  
Google Scholar: <https://scholar.google.hr/citations?user=D674S2EAAAAJ&hl=hr&oi=ao>  
Full bibliography: <http://bib.irb.hr/lista-radova?autor=346664>

## SELECTED BIBLIOGRAPHY

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- Pejić Bach, M., Spremić, M. & Suša Vugec, D. (2018) Integrating Digital Transformation Strategies into Firms: Values, Routes and Best Practice Examples. In: Novo Melo, P. & Machado, C. (Eds.) Management and Technological Challenges in the Digital Age. Boca Raton, Florida, Taylor & Francis Group: CRC press, pp. 107-128.
- Suša Vugec, D., Tomičić-Pupek, K. & Bosilj Vukšić, V. (2018) Social business process management in practice: Overcoming the limitations of the traditional business process management. International Journal of Engineering Business Management, 10, 1-10. doi:10.1177/1847979017750927.
- Pejić Bach, M., Bosilj Vukšić, V. & Suša Vugec, D. (2017) Individual's Resistance Regarding BPM Initiative: Case Study of the Insurance Company. Naše gospodarstvo, 63 (4), 29-39. doi:10.1515/ngoe-2017-0021.
- Suša Vugec, D., Spremić, M. & Pejić Bach, M. (2017) IT Governance Adoption in Banking and Insurance Sector: Longitudinal Case Study of COBIT Use. International Journal for Quality Research, 11 (3), 691-716. doi:10.18421/IJQR11.03-13.
- Bosilj Vukšić, V., Milanović Glavan, L. & Suša, D. (2015) The Role of Process Performance Measurement in BPM Adoption Outcomes in Croatia. Economic and business review, 17 (1), 117-143.
- Suša, D. (2014) Digital Immigrants and Digital Natives: Learning Business Informatics at Higher Educational Level. Business Systems Research Journal, 5 (2), 84-96. doi:10.2478/bsrj-2014-0012.
- Bosilj Vukšić, V., Indihar Štemberger, M. & Suša Vugec, D. (2017) Insights into BPM Maturity in Croatian and Slovenian Companies. In: Biljanović, P. (Eds.) 40th jubilee international convention. Rijeka, Croatian Society for Information and Communication Technology, Electronics and Microelectronics - MIPRO, pp. 1623-1628.