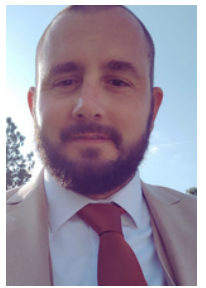


ADI VRABAC

Operations manager



WORK EXPERIENCE

OPERATIONS MANAGER/ HEAD OF OPERATIONS

Glovo corporation - BiH market
March 2023 - July 2024

- Leading, developing, and optimizing operations in BiH to ensure that targets and market growth strategies are delivered. Our biggest success is that we are currently 3rd country globally by saving which operations made happen.
- Creating and standardizing local processes to meet global demand but also taking into account local economic and labor differences per city.
- While having an operation in 9 cities with 4 direct reports and over 1000 collaborators, managed to improve most of the KPIs within a timeframe of two months, delivering all targets that ops had in 2023.
- Created and administrated numerous tools to speed up the local team's autonomy;
- While committing to contributing to Glovo's growth in the local market, managed to increase collaborator satisfaction rate to be highest in the Balkan region, 2nd in globally.
- While working closely with local providers and legal teams, to ensure the best-in-class operations in the region, all legal standards of the country have been implemented.
- Creating a working environment for the operations team (2 departments) to motivate, manage, and develop strong leaders while establishing positive working ethics and energy
- Active collaboration with other departments (Sales, AM, Marketing, Q-com) to ensure that country goals are delivered.
- Help the local community by implementing Glovo Pledge and supporting various NGO activities in the county. (donations, food bank projects, SAR projects)

SUPPLY CHAIN & QA MANAGER

KFC BiH (Tastra d.o.o.) / Aptha corp.
January 2022 - January 2023

- In charge of two sectors in the company: supply chain and quality control system for the company Tastra d.o.o. - the KFC franchise owner for Bosnia and Herzegovina while supporting supply chain tasks for Aptha Corp.
- For the mentioned brand, on a strategic and operational level, I manage procurement, storage, and overall logistics with the management of the quality of incoming raw materials, food safety, and the quality of the final product while fully respecting the requirements of the franchise in terms of food safety and quality.
- While working as SCM/QA, fully onboarded new poultry and produce suppliers from the ground up, preparing for FSA (IFS level) audits, Quality audits and fully onboarding articles to be compliant with Yum! standards align with strategy "from field to table". Beside new produce and poultry supplier, manage to optimize the supply chain in the most challenging time in the decade (the year 2022) and reduce the cost of sales by 6%.
- At the strategic and operational level, I manage suppliers and partners from the domain of the described activities, in addition to working on ensuring the cleanliness of the facility, fire protection, and pest management
- For the needs of the Aptha corporation, I designed and implemented a centralized supply chain model for the needs of 32 group companies. The system's value with an annual turnover of approximately €150 million.
- Proud to state that we had the most successful launch of the new KFC market in the last 7 years, with no issues in supply, quality, or food safety aspects while serving 400% more transactions than forecasted
- Did full operational handover process management for the largest KFC drive-thru in the Balkans. The success rate was 96%
- 5 times recognized publicly by Yum! brands for work done on the Bosnia market launch

PERSONAL PROFILE:

Dynamic and results-driven Operations and Supply Chain Manager with over 8 years of experience managing end-to-end supply chain processes, quality assurance, and logistics for leading global brands.

Demonstrated success in optimizing operational frameworks, reducing costs, and leading strategic initiatives that align with organizational goals.

Proven ability to lead cross-functional teams across multiple regions, fostering collaboration to enhance productivity and streamline operations.

Recognized for launching new markets, managing high-impact projects, and driving continuous improvement in quality and operational efficiency. Adept at working in fast-paced environments and ensuring compliance with industry standards and local regulations. Strong leader with a track record of driving business growth through innovative problem-solving and proactive decision-making.

PROFESSIONAL SKILLS:

- Operations Management
- Supply Chain Optimization
- Strategic Planning & Decision Making
- Cross-functional Team Leadership
- Quality Assurance & Compliance
- Project Management
- Cost Reduction & Budgeting
- Process Improvement
- Stakeholder Management

CONTACT DETAILS:

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Nationality: Bosnia and Herzegovina

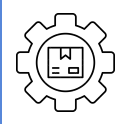
Languages: Bosnian (Native), English (C2)

Driving licence: B - Active driver

ADI VRABAC

Operations manager

PROFESSIONAL INTERESTS



OPERATIONS MANAGEMENT
SUPPLY CHAIN MAGEMENT
PROJECT MANAGEMENT
LOGISTICS MANAGEMENT
BUSINESS DEVELOPMENT
PROCESS OPTIMISATION

PERSONAL INTERESTS



HIKING



RESCUING
AND SAR



READING



HISTORY



TRAVEL

LOGISTICS MANAGER FOR BOSNIA AND HERZEGOVINA

*Donesi d.o.o. (Part of Delivery Hero Inc till June)/ Glovo Inc
November 2019 - January 2022*

- **Operational Leadership & System Development:** Established and oversaw the day-to-day operations of the Donesi delivery service for food, groceries, and miscellaneous items in Bosnia and Herzegovina, focusing on continuous system improvements to maintain operational efficiency.
- **Operational Excellence During Crisis:** Managed the entire fleet and dispatch center, achieving all targets ahead of deadlines. Led the company's successful COVID-19 response through enhanced operational and logistical strategies.
- **Training & Strategic Documentation:** Provided training in Serbia and Montenegro on software tools for logistics, geo-data, and analytics. Developed and implemented Standard Operating Procedures (SOPs) and both strategic and operational frameworks aligned with Delivery Hero standards, resulting in 720% business growth compared to planned targets within one year.
- **Comprehensive Operational Management:** Directed demand forecasting, budgeting, and P&L management, as well as equipment and procurement negotiations and process improvements. Served as the main contact for 3PLs and inspection authorities in BiH.
- **Business Process Integration During Corporate Mergers:** Led the local operational transition to Glovo following a corporate merger, ensuring seamless integration and uninterrupted business continuity on the new platform, achieving a 94% fleet migration rate.

TRANSPORTATION ENGINEER/ TEAM LEADER

*Zelena crta - Greenline Inc (Dec 2016 - May 2018) &
Memphis Express (Aug 2014 - Dec 2016)*

- **Operations & Team Leadership:** Managed daily dispatch and customer care for up to 50 riders, 40 trucks, and 65 trailers, coordinating with more than 150 regular partners.
- **Business Expansion & Negotiations:** Achieved 140% and 170% company growth, respectively, by closing over \$3 million in net-income deals and securing €250k for local branches.
- **Strategic Planning & Analytics:** Employed demand forecasting, market analysis, and performance metrics to optimize routes, reduce costs, and enhance efficiency.
- **Regulatory Compliance:** Ensured adherence to local and US DOT regulations through robust compliance frameworks and regular process updates.
- **Stakeholder & Client Relations:** Cultivated strong partnerships via proactive communication, contract negotiations, and consistent service delivery.
- **HR & Team Development:** Recruited, trained, and mentored dispatchers and drivers, conducting performance evaluations while fostering a culture of safety and accountability.

TRANSPORATION COORDINATOR/OPERATIONS ASSISTANT

Kalea-Fine furniture factory (August 2013- June 2014)

- Doing job first as transportation coordinator for a fleet of 12 transportation units and later as head of transportation division and operations center along with the function of operations assistant
- . More than 80k pieces of furniture were served to more than 10 k customers and shops and more than 40 t of material was transported to the company.
- In the optimization process, reduced more than 300 working days for riders, and reduced delivery time for furniture from 28 to 6 working days without quality losses.
- Additionally, was doing operation management, inventory and return management along with customer reclamations management, HR duties, system optimization, warehouse management for warehouse, and coordination with all company sectors

ADI VRABAC

Operations manager

IT & TECH SKILLS

- **Productivity & Collaboration:** Microsoft Office Suite (Word, Excel, PowerPoint), Google Workspace (Docs, Sheets), TrueView, Zoom, MS Teams
- **Logistics & Delivery Tools:** Delivery Hero solutions (Hurrier, Rooster, Porygon, Roadrunner, Arara, Vendor Management, TES, ICE, COD), Yum! tools (Quality Assurance, Food Safety, Supply Chain Management)
- **Project Management & Customer Support:** Jira, Atlassian Suite, Freshchat/Freshdesk (county admin), Airtable, various CRMs (Pantheon, Donesi HQ)
- **Data & Analytics:** Tableau (user level), Looker, MySQL, Kepler
- **Web Development & Programming:** WordPress, HTML5, CSS, Bootstrap, Java (beginner level),
- **GIS & Mapping:** CalTopo, Sarmapper, Digital Mapper, Google Earth
- **Creativity and design:** Canva, CapCut, LumalA, Adobe Express.

HUMANITARIAN WORK & VOLUNTEERING

- **Mountain Rescue Service Member** (since 2017): Active in over 90 search and rescue (SAR) missions, serving as both leader and team member.
- **Certified Instructor:** Qualified in SAR, Urban Search and Rescue (USAR), and Lost Person Behavior (LPB).
- **Team Leadership in Disasters:** Directed rescue teams after the 2023 earthquake in Turkey and local floods (Ilidža in 2021, Buturović Polje in 2024).
- **Organizational Roles:** Head of the Search & Rescue sector for GSS Ilidža and Canton Sarajevo; member of the national SAR commission; ISRID National Coordinator (volunteer).
- **Commendations:** Recognized by the Municipality of Ilidža, the City of Sarajevo, the Faculty of Transport and Communications, and TIKA Sarajevo for life-saving efforts and community protection.

ACADEMIC BACKGROUND:

UNIVERSITY OF SARAJEVO

Faculty for traffic and communication

Master's degree in Road traffic and communication
Class of 2013
Major in Road transportation, logistics, and logistics system optimization
Master thesis: ITS and modern transportation systems in logistics support for Armed Forces of B&H

UNIVERSITY OF SARAJEVO

Faculty for traffic and communication

Bachelor's degree in Road traffic and communication
Attended from 2006-2011, completed 2011
Major in Road transportation, logistics, and transport system optimization
Final paper thesis: Technical and technological aspects in the transportation of explosives.

CORE SKILLS:

- Operations and supply chain management
- Project management
- Stakeholder management
- Problem-solving & risk management
- Strategic planning and execution
- Cost reduction & budgeting
- Leadership and team development
- Community engagement and corporate social responsibility
- Goal-oriented

PROJECTS AND RECOGNITIONS

CERTIFICATIONS & PROFESSIONAL TRAINING

- Road Transport Manager (National & International) – IRU Academy (ID COBCOCP601701101)
- HACCP Manager & Internal HACCP Auditor – Certified under Yum! standards
- Foundry Project Manager (Takt Project Academy, Prevent d.d., Jan–Mar 2019)
 - Gained skills in LEAN, inventory management, project management, and procurement
- Lost Person Behavior (LPB) Certified Instructor – One of only four in Europe
- UN Logistics Group & FEMA Trainings: Completed courses in humanitarian logistics, service mindset, logistics operations in missions, sustainable logistics, incident management, volunteer management, and operations center management
- Additional Project Management, Operations, Supply Chain & HR Training – Via LinkedIn Learning, Coursera, EdX, etc.
- AutoCAD Draftsman/Designer – Completed at SERDA in 2013
- Multiple First Aid & Medical Trainings

BUSINESS RECOGNITIONS

- Multiple Awards from Yum! (KFC BiH/CEE) for business achievements and successful franchise launches
- Delivery Hero Recognition for contributions to driver safety (6th UN Road Safety Week)
- “NATO Leader of the Local Community” Award (January 2011)

OTHER

- Ministry of Defense of Bosnia & Herzegovina: Commission for LOGFAS Implementation – Observer Member
- Founder & Owner of the “Rescue Sparrow” Brand – Fashion with a purpose