Danijela Burmaz
Middle HubSpot and Operations Specialist

SUMMARY

With a focus on operations and HubSpot expertise, the featured engineer brings a strategic mindset to project management. Possessing strong experience in utilizing CRM systems, especially HubSpot, they have a proven track record of enhancing operational efficiency. Skilled in various sales and financial software such as Stripe and PandaDoc, and adept at website development through WordPress using Elementor, their technical prowess spans across customer service platforms to marketing automation. Additionally, their proficiency covers a robust range of HubSpot certifications, demonstrating a commitment to staying at the forefront of marketing technology and operations optimization.

TECHNICAL SKILLS

Main Technical Skills	Project Management, HubSpot, Quadient Inspire
Data Analysis and Visualization Technologies	Data visualization
Azure Cloud Services	Azure App Service
Platforms	Contentful, HubSpot, Quadient Inspire
Project Management & Administration	Project Management
Other Technical Skills	B2B email Marketing, CRM Analytics, Data Structures, Hubspot Marketing Hub, HubSpot Sales Hub, Reports

WORK EXPERIENCE

HubSpot Specialist and Operations Strategist, Operations Optimization and CRM Implementation

Summary: Not explicitly detailed, responsibilities and project names inferred from the role.
Responsibilities: As a HubSpot Specialist and Operations Strategist, focused on driving operational excellence and leveraging HubSpot CRM to streamline processes.
Technologies: HubSpot CRM, Stripe financial software, PandaDoc sales software, Elementor, WordPress, Meta Ads, Zapier

Founder, Natural Cosmetics Skincare Brand Launch

Summary: Founded IZIDA, a natural cosmetics skincare brand.
Responsibilities: Oversaw the entire operations from idea inception to market release, involved in marketing, product development, and customer service.
Technologies: WordPress, HubSpot Marketing Software, SEO

Supervisor and Salesperson, Sales Supervision and Customer Service

Summary: Responsible for supervising sales teams and managing customer interactions at Telenor mobile operator.
Responsibilities: Managed sales operations, provided customer service, and drove team performance.
Technologies: CRM Software, Sales Strategies

Technical Operations Coordinator, Technical Operations Coordination

Summary: Coordinated technical operations at Serbiancable networks.
Responsibilities: Ensured smooth technical operations, coordinated project activities, and managed resources.
Technologies: Operational Management Systems

Team Leader of Technical Service, Technical Service Team Leadership

Summary: Led a technical service team at Setup Systems.
Responsibilities: Oversaw the team's daily functions, enhanced service quality, and ensured client satisfaction.
Technologies: Team Management, Technical Support Systems

EDUCATION

- **Master`s of Geography**
  The University of Belgrade

CERTIFICATION

- **Revenue Operations, HubSpot**
- **Operational Excellence Foundations, LinkedIn Learning**
- **SEO and SEO II, HubSpot**
- **Email Marketing, HubSpot**
- **HubSpot CMS For Marketers, HubSpot**
- **HubSpot Reporting, HubSpot**
- **HubSpot Sales Software, HubSpot**
- **Content Hub for Marketers, HubSpot**
- **HubSpot Marketing Software, HubSpot**
- **CRO, CXL**
- **Six Sigma: Green Belt, LinkedIn Learning**
- **Marketing and design, Masterbox**
- **Marketing and organization, Google Digital Garage**
- **Marketing Strategy: Relatable Video Content, LinkedIn Learning**
- **Mapping the Modern Web Design Process, LinkedIn Learning**
- **Wordpress, Wordpress academy**
- **Wordpress, IT academy**
- **Marketing, IT academy**
- **Leaders of learning, Harvard University**
- **Foundation of data structures, IIT Bombay**