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## **Professional Summary**

Energetic and driven job coach seeking new challenges

Throughout my career, I have enjoyed working with people from diverse backgrounds, personalities, and skill sets. My role as a coach within the Rusta and Matcha service has enabled me to help individuals grow and reach their goals.

In addition to several years of experience as a job coach/instructor, I have onboarded new colleagues and developed training materials for internal systems (WorkBuster and Web Support). I also helped build strong relationships within the business community at the offices I managed.

Through follow-ups and monitoring compliance with procedures, I ensured the organization's direction, quality, and effectiveness.

As a person, I am highly committed and professionally competent. While I work independently, I am driven by collaboration, enjoy high-paced environments, and thrive in problem-solving. My multicultural background enables me to reach a broad audience and communicate across various levels.

## Work Experience

Arbetslivsresurs, Trelleborg / Malmö - Coach / Job Consultant (2024 - 2024)

Office manager in Trelleborg: coordinated daily operations, led workshops, managed meetings and follow-ups, and liaised with the Public Employment Service and business contacts.

A-Karriär (Palm & Partners AB), Landskrona / Helsingborg - Coach / Job Coach (2017 - 2023)

Managed offices in Landskrona, Åstorp, Skurup, and Lund: organized workshops, follow-ups, and external collaboration.

Hermods AB, Södertälje - Coach / Job Coach (2016 - 2017)

Full office responsibility: managed group activities, participant support, and contact with the Employment Service.

Svensk Konsumentkraft AB, Stockholm - Advisor (2015)

Financial advisor focused on pension savings: analyzed client situations and proposed customized pension plans.

Stefan Armon Sverige AB, Södertälje - Administrator (2014 - 2015) Handled daily office tasks, archiving, and customer communication to ensure high satisfaction.

Merkur International, Bosnia and Herzegovina - Sales Representative (2012)

Customer acquisition, sales, and personalized insurance solution development.

Education & Courses Stockholm University - Swedish as a Foreign Language (2015-2016) Adult Education, Södertälje - Swedish for Immigrants (SFI) (2012-2013) University of Sarajevo, Faculty of Economics - B.A. in Financial Economics and Management (2007-2013)

Skills & Expertise

Document management, Process improvement, Coordination, Planning, Process development, Quality assurance

**Tools & Platforms** 

Microsoft Office, WorkBuster, Zynca, AF Webbstödet / Mina Sidor

Languages

Swedish - Fluent, Bosnian - Native, Croatian - Native, Serbian (Cyrillic) - Native, Arabic - Native,

English - Fluent

Driver's License

**B** Category