



# Filip Bošković

DYNAMICS 365 HR CONSULTANT

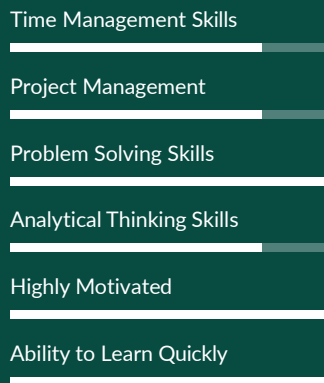
## Details

Zagreb  
Croatia  
+385 99 7482 385  
[boskovic.filip@outlook.com](mailto:boskovic.filip@outlook.com)

## Links

[LinkedIn profile](#)

## Skills



## Languages



## Profile

I am passionate about optimizing HR processes and driving organizational success. As a dedicated HR consultant, I specialize in implementing and optimizing HR tools such as Cornerstone OnDemand and Dynamics 365 HR.

Throughout my career, especially as Dynamics 365 HR consultant, I have had the privilege of working with numerous clients (pharmaceutical industry, production sector, hotel industry, and IT) and conducting in-depth analyses of their HR processes. This hands-on experience has allowed me to become well-versed in various HR tools, including those offered by Microsoft ISV partners. It has provided me with a deeper understanding and a broader perspective on day-to-day HR operations.

## Employment History

### D365 HR & Advanced HRM Implementation Consultant, FourVision, Zagreb (English)

DEC 2023 – PRESENT

- Led end-to-end implementations of Dynamics 365 Human Resources, including analysis, configuration, testing, issue resolution, and training, ensuring timely and successful project delivery
- Conducted customer workshops, defined system configurations, and managed setup for key modules such as Onboarding, Leave & Absence, Compensation, and Employee Development
- Directed data migration processes, collaborating closely with project management teams to address challenges and manage scope effectively.
- Proactively managed stakeholder relationships, coordinated corrective actions, and ensured project milestones were achieved

### Dynamics 365 HR consultant, BE-terna (part of Telefonica Tech), Zagreb (English)

MAY 2021 – DEC 2023

- Implemented Cornerstone OnDemand in a leading Croatian hospitality company Valamar Riviera that specializes in tourism and hospitality services. The company is headquartered in Poreč, Croatia. In their portfolio, there are numerous hotels, resorts, and campsites along the Adriatic coast. Currently, they are employing over 3.200 employees
- Collaborated with Valamar's HR stakeholders to understand their specific requirements related to the HR Core, Performance, Learning, and Recruitment processes. Based on the gathered requirements and BPA, we configured the Cornerstone OnDemand modules to align with the client's strategies and goals. As part of the implementation, training was provided to key users to help them get used to the new solution and some new processes adapted to the standard solution.
- Successfully implemented Dynamics 365 for Human Resources standalone solution in multiple legal entities, ensuring efficient HR operations and improved employee experience optimized HR processes through system configuration, data analysis, and user training, resulting in increased productivity
- Provided ongoing support and maintenance for Dynamics 365 for HR, resolving issues, and providing solutions to meet business needs

- Worked closely with the sales team on pre-sales activities in order to classify potential clients and understand their unique HR challenges,
- Conducted thorough needs assessments (according to the SureStep methodology) and analyzed HR requirements collaboration with HR stakeholders on various analyses in order to capture their HR requirements and objectives

#### **IT Inhouse consultant, dm - drogerie markt Croatia, Zagre (German)**

JUNE 2018 – MAY 2021

- Implemented new apps on the group level, resulting in increased efficiency and productivity
- Coordination of the project group during the implementation of dm online shop
- Co-led an internal project group that was responsible for conducting integration tests between various systems, such as WMS (Inconso's warehouse management system), ERP (SAP), CRM (internal application), payment provider (Computop), and payment insight provider (ACL).
- Collaborated with cross-functional teams to identify process improvement opportunities and implemented solutions to optimize the business processes on the country level.
- Provided 2nd level support for marketing, logistics, and HR processes

## **Education**

### **Master's degree, Managerial Informatics, University of Zagreb, Faculty of Economics & Business, Zagreb**

OCTOBER 2014 – OCTOBER 2020

Graduated in managerial informatics while working full time at dm-drogerie markt and BE-terna.

## **References**

### **Ivan Horvat (Marketing manager) from dm - drogerie markt Croatia**

ivan.horvat@dm.hr

### **Tihomir Kovač (Controlling manager) from dm - drogerie markt Croatia**

tihomir.kovac@dm.hr

### **Ivan Strugar, PhD (professor) from Faculty of Economics and Business in Zagreb**

istrugar@efzg.hr

### **Tanja Balaban (Business process support manager) from dm - drogerie markt Croatia**

tanja.balaban@dm.hr

**Other references** from a client based in the Germany (Frankfurt am Main) available per request.

## **Courses**

PL-900 Microsoft Power Platform Fundamentals, Microsoft

Deutsch-Intensivkurs B2.1 , Goethe Institut Kroatien

Deutsch-Intensivkurs B1.2 , Goethe Institut Kroatien Berlitz

Deutsch-kurs Level 8, Berlitz