



TATJANA GAJDOS

ENGINEER OF TECHNOLOGY

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PROFESSIONAL SUMMARY

Procurement and Operations professional with 2+ years of experience in multinational environments (automotive manufacturing & B2B SaaS). Experienced in managing full purchase order lifecycle, supplier coordination, ERP systems (SAP MM), CRM and cross-functional collaboration across international teams.

PROFESSIONAL EXPERIENCE

GLOBAL CUSTOMER CARE ANALYST (B2B SaaS)

JAGGAER - Belgrade, Serbia | Mar 2025 – Jul 2025

- Supported international enterprise clients using procurement SaaS solutions.
- Delivered product guidance, onboarding sessions and workflow clarifications.
- Managed 20+ daily cases via Salesforce and Jira with SLA compliance.
- Coordinated with account managers and product teams to ensure smooth resolution.
- Maintained accurate CRM documentation and activity tracking.

PURCHASING PROJECT MANAGER

BOSCH - Pecinci, Serbia | Oct 2023 – Mar 2025

- Managed full procurement lifecycle from RFQ to SOP readiness for international manufacturing projects.
- Coordinated supplier negotiations, tooling contracts (€300k per tool), invoicing and delivery timelines.
- Executed PO creation, expediting, and delivery follow-up in SAP MM.
- Ensured zero SOP delays across managed components.
- Managed supplier risk scenarios (plant relocations, entity changes, production transfers).
- Maintained 3-year forecast tracking and volume planning in Excel.
- Collaborated cross-functionally with engineering, quality, production and logistics teams across Europe, Asia and LATAM.

EDUCATION

B.Sc in (Bio)technology, Engineer of Technology

University of Novi Sad, Faculty of Technology, Serbia | 2017 – 2026

UNIVERSIDAD DE ALCALÁ

ERASMUS exchange student | 2019 – 2020

CERTIFICATION

EXCEL FOR BUSINESS - Certificate no. 2024-0991 issued by TECOR consulting | 30/09/2024

SKILLS

Technical skills - SAP MM | JAGGAER ONE | Jira | MS Office (Word, Excel, PowerPoint) | Salesforce

Other skills - Vendor & Supplier Management | KPI Tracking & Reporting | Root-Cause Analysis | SLA Compliance | Process Optimization | Procurement & Contract Coordination | Jira Workflow Management | ERP Tools (SAP MM, JAGGAER) | Data Analysis (Google Sheets, Excel Advanced) | Cross-Functional Communication | Continuous Improvement

Languages - English - C1 | Spanish - C1 | French - A2 | Chinese - HSK1 | Croatian C1 | Serbian - Native