



IVANA GRGIC, JD

Project Manager

Born 1993



- 8 years professional international experience in different roles, such as Senior Analyst, Project Manager and Senior Conflict of Interest Analyst within the Healthcare and Banking industries
- Proven experience in Change Management, Stakeholder Management, Training and Communication and building the bridge between IT and Business
- Great communicator with drive and hands-on attitude



EDUCATION

2019 – 2022	City University of New York School of Law, USA Juris Doctor
2016 – 2022	Society of Corporate Compliance & Ethics, USA Certified Compliance & Ethics Professional
2011 – 2015	Bernard M. Baruch College, USA Bachelor of Business Administration

EXPERIENCE / BACKGROUND

Professional Experience	8 years
Language	English (native) Serbo Croatian (basic)
Industries	Healthcare Banking / Finance Insurance Legal
Methods & Management Skills	Project Management Project Management Office Change Management and Communication Stakeholder Management Migration Team leadership and training Risk Management Test Management Policy interpretation and implementation Management reporting Negotiation Tracking and monitoring Meeting facilitation Compliance management Problem solving and adaptability
Technical Skills	Microsoft Office Google Suite Adobe Acrobat Pro Crowdin JIRA LexisNexis



WestLaw
Onfido



PROFESSIONAL EXPERIENCE

04/2022 – 10/2022
Berlin

Klarna Bank AB

Senior Analyst/Sub-project manager

Responsibilities:

- Interpreted GDPR and AML regulations aimed at minimizing potential business losses due to product divestitures
- Through cross-functional and international collaborations, led analysis, documentation, and implementation of customer data retention requirements of product divestitures
- Effectively negotiated vendor contract, resulting in 30% savings
- Compiled data for reporting requirements aimed at facilitating effective business monitoring and decisioning
- Conducted customer due diligence evaluations to minimize potentially fraudulent activities
- Supported decisions determining the future direction of business planning
- Coordinated action points with junior analysts to achieve operational success
- Created customer FAQ for product divestiture aimed at decreasing incoming inquiries to customer support teams
- Ensured translation of customer FAQs, emails, and app communications through cross-functional collaborations and utilization of CrowdIn software
- Collaborated with engineering specialists to evaluate the logistical planning of internal and external customer data transfers, storage options, and product pricing for product divestitures
- Drafted documentation of customer data retention plan for stakeholders, outlining project status and legal background to support business decisions
- Presented team quarterly goals and past accomplishments during companywide meeting

03/2019 – 03/2022
USA

NYU Langone Health

Senior Conflict of Interest Analyst/Sub-project manager

Responsibilities:

- Monitored, managed, and reported financial conflicts of interest through interpretation of federal guidelines and internal policies and procedures
- Increased employee compliance through counseling on internal policies



- Performed conflict of interest analysis on employee interests, external business relationships, and research, aimed at reducing reputational risk
- Assured adherence to institutional compliance standards through monitoring of high-risk activities
- Analyzed data reflecting staff financial interests to minimize noncompliance
- Ensured timely delivery of project initiatives and compliance reports
- Liaisoned with the Institutional Review Board and Sponsored Programs Administration with regards to compliance requirements and adherence to regulations
- Counseled NYU Langone Health staff, specialists and committee members on compliance standards and associated policy questions
- Oversaw employee training and provided feedback to management on analyst performance
- Contributed to new internal system design and functionality upgrades
- Engaged in program testing of upgraded systems, resulting in more effective tracking of staff financial interests and identification of IT flaws
- Collaborated with IT specialists on investigation, tracking, and resolution of system bugs during internal upgrades

05/2017 – 03/2019
USA

NYU Langone Health
Conflict of Interest Analyst/PMO

Responsibilities:

- Examined employee disclosures, maintained detailed records, and ensured compliance with policies and management strategies
- Assisted in audit of faculty publications and presentations to demonstrate compliance to company policies
- Created, implemented, and maintained new processes for identification and financial interest tracking
- Drafted committee financial interest reports and metrics for leadership review
- Ensured researchers adhere to compliance management and federal guidelines
- Reviewed employee disclosures, maintained detailed records, and assured appropriate management strategies are implemented to mitigate conflicts of interests



- Developed, implemented, and maintained new processes to identify and track financial interests and compliance rates for academic departments
- Regularly reported the status of compliance reviews to departments, investigators, and leadership
- Drafted internal conflict of interest processes aimed to facilitate employee training
- Provided departmental training sessions and learning materials to bolster understanding of policy requirements, institutional guidelines and conflict of interest issues that arise in scientific research
- Reviewed research protocols and grants to ensure investigator adherence to institutional compliance requirements and conflict of interest policies

04/2016 – 05/2017
USA

Faust Gietz Schenker & Blee LLP
Office Manager

Responsibilities:

- Oversaw employee schedules, paralegal hiring, and conflict resolution
- Maintained and organized vendor payment documentation
- Created employee code of conduct handbook
- Managed schedules, organized office functions, and oversaw daily operations
- Updated the founding and managing partner daily on firm activities
- Processed payroll, 401K contributions, health insurance coverage, and other sensitive accounts
- Created and distributed firm newsletter, highlighting important deadlines and strengthening internal communications

12/2014 – 04/2016
USA

Michael Faillace & Associates, P.C
Senior Paralegal

Responsibilities:

- Assisted attorneys in timely drafting and filing of legal documents and correspondence, supporting case preparation for court appearances, hearings, depositions, trials, and meetings
- Managed case files and provided pertinent information to counsel in case development
- Calculated over \$1M in estimated total clientele payout



- Supported case preparation by drafting and filing related case documents
- Ensured all case timelines were adhered to by confirming case progress with attorneys, and updating status reports, and organizing documents into database

06/2014 – 08/2014
USA

Emblem Health
Compliance Intern

Responsibilities:

- Evaluated and audited Subsidiary policies and procedures to ensure consistency to the Group's
- Performed comparison of current operating procedures as they relate to New York City, State, and Federal guidelines for health insurance companies
- Analyzed Corrective Action Plan (CAP) Audits by verifying completion of remedial strategies
- Assisted in the creation, organization, and collation of various workshops and training programs for employees
- Verified adherence of Medicare related templates to CMS guidelines
- Delivered presentations on training effectiveness to employees
- Monitored high-risk subject matters to ensure all relevant items are tracked diligently