

# Tijana Kudumovic

1420 NW Pine View Circle ☐ Ankeny, IA 50023 ☐ (515) 210.1504 ☐ kudumovictijana@johndeere.com

## Education

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GONZAGA UNIVERSITY – Spokane, WA  
Masters in Organizational Management

WILLIAM PENN UNIVERSITY – Oskaloosa, IA  
Bachelors of Science in Business

DES MOINES AREA COMMUNITY COLLEGE – Ankeny, IA  
Liberal Arts

## Employment History

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JOHN DEERE FINANCIAL – Johnston, IA  
Division Manager-Collections, 2018 to Present

- ☐ Manage early and advanced stage collections, repossession, and recovery efforts, on less and semi-complex, past due customers, inclusive of the authority to approve loan modification on customers.
- ☐ Participate in the development, refinement, and monitoring of departmental metrics to ensure work efforts are optimal and effective.
- ☐ Develop and maintain business relationships with dealers and merchants as well as other JDF and Deere business units.
- ☐ Participate in the development and delivery of the Collection Department's training curriculum.
- ☐ Serve as a mentor, coach, and advisor to direct reports and potentially others interested in career opportunities.
- ☐ Serve as a subject matter expert for Collection related projects and process improvements

JOHN DEERE FINANCIAL – Johnston, IA  
Litigation Team Lead, 2014 to 2017

- ☐ Supervises and develops a combination of support personnel and related office functions.
- ☐ Initiates and communicates a variety of personnel actions such as employment, performance and salary reviews, disciplinary actions, scheduling and/or approving overtime.
- ☐ Assesses training needs to determine skill or behavioral gaps in employees and develops or obtains programs aimed at closing those gaps
- ☐ Participates in strategic planning and budget discussions and provides ongoing monitoring of the strategic plan and budget.
- ☐ Strives to improve employee relations through various development and recognition programs to welcome new hires, promote teamwork, and increase employee retention. Monitors and analyzes department metrics, data, reports or specific department activity.
- ☐ Assists in establishing/monitoring training costs and forecasting training needs for future growth.

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- u Develops associates on functional responsibilities, systems or business programs.
- u Responds to and resolves more complex issues.
- u Participates in the development of policy, procedural and process changes.

## JOHN DEERE FINANCIAL – Johnston, IA Collateral Management Administrator, 2012 to 2014

- u Assisted account managers in reviewing critical dealers/distributors by providing detailed analysis of dealer collateral management and payment behaviors
- u Worked with critical dealers on collateral verification audits in order to timely resolve outstanding concerns
- u Communicated with account management and the equipment division personnel on behavior identified as potential collateral mismanagement and/or fraud
- u Developed and trained less experienced wholesale support specialists on functional responsibilities, systems and business programs
- u Collected past due dealers/distributors accounts and identified dealer/distributor payment behavior that may indicate more serious dealer credit issues
- u Enforced settlement requirements as necessary to ensure dealer is adhering to settlement guidelines
- u Knowledge of dealers/merchants/alliance partners, finance programs and products
- u Knowledge of credit operations, finance programs, dealer agreements and dealer reserve procedures
- u Ability to use various department specific computer programs, principles and can independently use the knowledge

## JOHN DEERE DES MOINES WORKS – Ankeny, IA HR Generalist, 2011 to 2012

- u Identify and implement continuous improvement projects
- u Experience in budgeting, forecasting and scheduling
- u Strong organizational skills
- u Experience working within a deadline-oriented environment
- u Skills in coaching, counseling and mentoring employees or supervisors
- u Experience in training and development area involved in activities such as instruction, needs assessments, curriculum development, and other such related training
- u Ability to handle difficult and confidential conversations

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- u Experience delivering training to multiple levels in the organization
- u Understanding of the business operations and the organizational structure
- u Experience providing innovative solutions to problems
- u Extensive experience in relationship building
- u Experience in Project management and business planning
- u Experience with Business Objects and SAP

## Technical Abilities

- u Proficient in Microsoft Office Suite, including Word, Excel, Power Point and Outlook

## Volunteer Organizations

- u Diversity & Inclusion Steering Committee Member (2013-2018)
- u I have been a CASA (Court Appointed Service Agent) since 2014.
- u Habitat for Humanity
- u United Way
- u Cystic Fibrosis Foundation
- u IJAG Supporter/Advocate