

CURRICULUM VITAE

1. **Family name:** Ignjatova
2. **First names:** Milena
3. **Date of birth:** 23/05/1976
4. **Nationality:** Macedonian
5. **Civil status:** Married
6. **Education:**

Institution (Date from - Date to)	Date from	Date to	Degree(s) or Diploma(s) obtained:
University of St Cyril and Methodius, Skopje, Macedonia	1986	1991	Bachelor in Philology (Ref A)
University Skopje, Skopje Faculty of Economy, Human Resources Department	2022	2023	MA in Human Resources Management (MHRM)

7. **Language skills: Indicate competence on a scale of 1 to 5 (1 - excellent; 5 - basic)**

Language	Reading	Speaking	Writing
Macedonian	1	1	1
English	1	1	1
Serbian	1	1	1
Croatian	2	2	3
Bulgarian	2	2	2

8. **Membership of professional bodies:** N/A

9. **Other skills:**

- Full computer literate
- Communication skills and team building experience in multilingual, international projects
- Organizational skills
- Capable of dealing with the assignments individually and as a team-worker

10. **Present position:** Programme Manager

11. **Years within the firm:** 6 year of professional experience

12. **Key qualifications and specific experience in the region:**

Training and Capacity Building: Bridging theory and practice effectively, providing personalized support to stakeholders engaged in validation.

Training Program Development: Designing and implementing customized training initiatives for validation practitioners, integrating theoretical knowledge with practical skills.

Professional Development and Counselling: Offering **mentorship, coaching, and counselling** support to **empower learners** and **navigate validation processes confidently**.

Adaptability: Demonstrating flexibility in **modifying assessment tools and methodologies** to suit diverse learner needs and contexts in **validation processes**.

Facilitation Skills: Proficiently **facilitating engaging and interactive training sessions**, **maximizing participant engagement and learning outcomes** through varied **instructional techniques** and **adult learning principles**.

13. Professional experience

Date from	Date to	WD	Location	Company& Ref	Position	Description9
01.04.2026	To date	120 w/d	N. Macedonia	SmartUP – laboratory for social innovations Nikolco Gosev nikolco.gosev@innovationlab.mk	Project manager and Training Coordinator	The "Digital Course for Parents and Educators: Raising Resilient and Safe Youth" project, implemented by SmartUp with support from the OSCE Mission to Skopje, aims to strengthen the capacities of parents and educators to support teenagers in dealing with peer violence, harmful behaviour, social media influences, conflict, discrimination, gender-related issues and peer pressure. The project includes research and stakeholder consultation, development of a structured digital learning programme, preparation and verification of educational content, production of digital tutorials, and deployment of the course on the EduLab platform. Responsibilities include: project coordination, stakeholder management, programme development, coordination of external experts, quality assurance, digital course production and deployment. Specific activities: • Manage and coordinate relationships with project stakeholders, including parents, educators, students, youth organisations, external experts and the OSCE Mission to Skopje. • Coordinate desk research and stakeholder consultation activities to identify key challenges faced by parents and educators when communicating with teenagers about sensitive social issues. • Coordinate the design and development of the digital course programme, including learning objectives, module structure, supporting resources and assessment components. • Manage and coordinate external experts and consultants responsible for content development, verification, video production and technical deployment of the digital course. • Oversee the development of five digital learning modules covering emotions and peer influence, social media, violence and harmful behaviour, victimisation and bystander response, conflict management, healthy relationships, stereotypes, discrimination, gender sensitivity and peer pressure. • Coordinate the preparation and quality assurance of educational materials, including tutorial scripts, presentations, supporting resources and quizzes. • Provide guidance on the structure, user experience and presentation of the digital learning content for implementation on the EduLab platform. • Coordinate video recording, digital course deployment, testing and finalisation, ensuring that the course is technically functional and ready for public use. • Monitor project implementation, timelines, deliverables and communication with the donor, ensuring activities are delivered according to the agreed project plan and quality requirements.
01/09/2023	To date	120 w/d	N. Macedonia	SmartUP – laboratory for social innovations Nikolco Gosev nikolco.gosev@innovationlab.mk	Project manager and Training Coordinator	The "Promotion of Safe School Environment" project, funded by the Pestalozzi Children Foundation, aims to enhance the implementation of children's rights, increase student engagement, and promote protection against violence and gender equality. These goals will be achieved through various activities, including online and onsite trainings, the development of resources for students and teachers, webinars, and more. Responsibilities includes: project management, training program development, process development, methodology and quality assessment criteria. Specific activities: • Managing and coordinate relationship with users and stakeholders • Design and implement online training programs for educators how to improve their professional competences regarding different IT tools • Design and implement online training programs for educators how to improve their professional competences regarding promotion and protection against violence • Provide guidance on training program interface and branding elements. • Design, implement and facilitate workshops for educators and students how to improve their professional competences regarding Design thinking methodology used to solve different school challenges thorough different activities for formal and informal learning • Create assessment criteria and tools for mentors supporting the process of evaluation and validation of the produced activities • Provide guidance for branding elements and visualization on the created criteria and tools • Communication and collaboration with different vocational schools
01/09/2023	01.05.2024	120 w/d	N. Macedonia	SmartUP – laboratory for social innovations Nikolco Gosev nikolco.gosev@innovationlab.mk	Project manager and Training Coordinator	„SafeCyberEdu“ is a project funded by the US Embassy in Skopje, with the objective of developing an online training program for educators. The program aims to educate educators on internet safety practices while also teaching them how to instruct their students to stay safe online. The online training is hosted on EduLab, a platform dedicated to professional development. Responsibilities includes: project management, training program development. Specific activities: • Managing and coordinate relationship with users and stakeholders • Design and implement training programs for educators how to improve their professional competences regarding staying safe while on internet • Provide guidance on training program interface and branding elements. • Develop training resources using different tools and methods in validation assessment and counseling such as: analyzing real-life scenarios and role-playing counselling sessions for formal and informal learning

01/09/2023	To date	Full time	N. Macedonia	SmartUP – laboratory for social innovations Nikolco Gosev nikolco.gosev@innovationlab.mk	Program Manager and assessment validation coordinator	<i>“EduLab” project funded by SmartUP – laboratory for social innovations. The project is to create a portal for professional development for initially for educators but in the future should cover professional development skills for different professions. Responsibilities includes: project management, training program development, process development, methodology and quality assessment criteria. Specific activities:</i> • Managing and coordinate relationship with users and stakeholders • Design and implement training programs for educators • Provide guidance on portal interface and branding elements. • Develop training resources using different tools and methods in validation assessment and counseling such as: online self-assessment tool for plan for professional development educators, principals and other specialized school staff according to the national self- assessment guidance
23/08/2021 Ref 1	30/03/2023	Full time	N. Macedonia	SmartUP – laboratory for social innovations Nikolco Gosev nikolco.gosev@innovationlab.mk	Project manager and assessment validation coordinator	<i>The “EDUINO3.0” initiative, funded by the UK government through the British Embassy Skopje and UNICEF, serves as a collective portal for digital educational content, cooperation, and the professional development of educators. This project aims to empower teacher communities to collaboratively address challenges within the educational system. Employing a co-creation methodology, the initiative facilitates the creation of various educational and professional development resources utilized by over 15,000 educators and 30,000 students. All resources generated through the “EDUINO3.0” initiative undergo rigorous verification by assessors and counsellors from the Bureau for Development of Education (BDE). These assessments are conducted utilizing methodologies and approaches developed by the EDUINO team, ensuring the quality and effectiveness of the educational materials provided. Different training sessions were organized for Bureau for Development of Education (BDE) assessors and counsellors, focusing on various processes and validation procedures within the EDUINO initiative. Responsibilities includes project management, events management and facilitation, training program development, professional development and counselling, client-centered approach . Specific activities:</i> • Managing and coordinate relationship with users and stakeholders • Design and implement training programs for educators how to improve their professional competences regarding different tools and methods for validation of formative and summative assessment; • Development and coordination of all communication and dissemination activities: promotional materials, press releases, public relations, social media management • Design and implement training programs for BDE counsellors, instructing them on the validation of assessments across various processes within the EDUINO framework for formal and informal learning • Organize and facilitate engaging and interactive training sessions, employing adult learning principles and varied instructional techniques
						to maximize participant engagement and learning outcomes; • Solicited feedback to assess and enhance the effectiveness of training programs, ensuring continuous improvement in delivery. • Organized and facilitate mentorship, coaching, and counselling support, empowering learners to navigate validation processes with confidence and clarity. • Coordinate and implement activities adopting a client-centered approach to counselling, tailoring interventions to the unique needs, preferences, and aspirations of individuals undergoing validation processes. • Design and organize webinar program on creating assessment tool - rubrics
01/09/2000 Ref 3	18/08/2021	Full time	N. Macedonia	Primary School “Lazo Angelovski”, Skopje	Project manager/ Trainer / Team lead/ Project administrator/ Vice Principle	<i>During my work at Primary School “Lazo Angelovski” I had different working positions and engagements.</i> <i>(01.09.2016-18.08.2021) As vice principle my responsibilities included HR management, visibility and networking, administration, communication & dissemination, public awareness activities, events management. Specific activities:</i> • Design and implement training programs for educators via professional development team • Manage, coordinate, and monitor different school teams specifically promoting critical thinking and entrepreneurial learning of the youth • Mentor and assess teachers work • Create assessment methodologies and tools for different teachers competences • Design, implement and facilitate workshops for educators on different skills and knowledge • Development and coordination of all communication and dissemination activities: promotional materials, press releases, public relations, social media management <i>(01.09.2019-18.08.2021) EU funded: Erasmus + KA101 project “Tailoring motivated students”. The project aimed to raise awareness among school authorities, teachers, parents, and young people about other ways of learning. Responsibilities included program management and coordination of all communication activities, visibility and networking, public awareness activities, events management, training management. Specific activities:</i> • Maintained visibility of all project activities: website design, social media content creation, press release, and promotional materials. • Design and implement training of teachers to improve everyday teaching and, consequently, improve the achievement of students. • Create assessment methodology and tools for teachers achievements

					(01.09.2019-18.08.2021) EU funded: SEECEL project" Implementation of the entrepreneurial learning into the educational system of Republic of N. Macedonia". The project aimed at raising public awareness about creating favorable conditions in schools for the development and support of youth entrepreneurship as tools for youth employment and active participation in socioeconomic development. Responsibilities included project management, communication, partnership management, public awareness, events organization and networking. Specific activities: • Development and coordination of all communication and dissemination activities: promotional materials, press releases, public relations, social media management • Development and implementation of networking and stakeholder engagement strategy: identify and engage stakeholders for raising public awareness, organisation of networking events. • Development and management of various communication campaigns, including public awareness campaign on Youth Entrepreneurship aimed at raising awareness on entrepreneurship opportunities for youth. Design campaign concept, including, advertising & branding solutions, social media communication, events organisation, and promotional materials • Organized communication and networking public events: participation at different fairs, organisation of seminars, study visits; Building media relations, provide media briefings and ensure coverage for events. • Design and implement training of teachers to improve soft skills and critical thinking techniques • Create assessment methodology and tools for teachers achievements
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14. Other relevant information (e.g., Publications): N/A