ZIP | INSTITUTE FOR INNOVATION AND ENTREPRENEURSHIP

CURRICULUM VITAE

BRANKO KMETEC

Senior Workflow and AI Orchestration Expert

Director

AI orchestration · workflow and interoperability · digital transformation · rural innovation

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30+ years of process automation

6 workflow platforms

10+ person BPM team led (Generali)

MBA with honours, WU Vienna

PROFESSIONAL PROFILE

Senior workflow, AI orchestration and solution architecture expert with more than 30 years of international delivery across logistics, banking, insurance, the public sector and other regulated environments. At Smartomate he leads the technical development of Spotvibez, a multi-tenant tourism platform, and its evolution toward AI-assisted experience composition, workflow-governed execution, interoperability and analytics. Brings deep BPM and workflow expertise, hands-on software architecture and integration, and experience translating stakeholder needs into deployable solutions. Current work includes workflow and AI orchestration for healthcare (Better).

CORE COMPETENCES

- workflow and BPM architecture, case management
- AI orchestration, agentic AI, CrewAI, LangChain, LangGraph
- Responsible AI: human oversight, governance, evaluation
- digital platforms for tourism and rural areas
- piloting, validation, KPIs, TRL progression
- interoperability: OpenAPI, JSON/JSON-LD, data harmonisation
- Temporal, Camunda, Appian, OpenText MBPM, OutSystems, IBM BPM
- Python, TypeScript, Java/C#, SQL, PostgreSQL
- security and GDPR in regulated environments
- stakeholder leadership and mentoring

SELECTED CLIENTS AND ENGAGEMENTS

DHL Express / DHL ITS	2015–2025	business-critical workflow applications in international logistics
Generali	2008–2016	claims, online assistance, call centre; multi-system integration
Deutsche Postbank	2016–2018	banking workflow applications, modernisation, integration
Semikron	2016–2019	global product-change and purchase-request workflows, SAP/SharePoint
Raiffeisen Bank International	2021	automation operating model, Appian platform enablement
CEB · LeasePlan · EVG · ABLV · DataCentrix		procurement, due diligence, laboratory processes, training
Spotvibez (SGS – Smart Gastronomy Solution)	2024–	tourism platform: routes, providers, bookings, AI

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PROFESSIONAL EXPERIENCE

2025–	**Better** · Senior Workflow and AI Orchestration Expert – Workflow and AI orchestration architecture for healthcare: complex human workflows, case management, integration and governed execution (Temporal, agentic AI).
2024–	**Smartomate d.o.o.** · Partner and CTO – Leads Spotvibez and other workflow/AI products from architecture to deployment: multi-tenant SaaS, structured data, orchestration, APIs, automated testing and AI governance.
2010–2025	**Inovo d.o.o.** · Principal Senior BPM Solution Architect and Developer – Business-critical process automation in logistics, banking, insurance, manufacturing and public finance; mentoring of senior consultants.
2021	**Raiffeisen Bank International, Vienna** · Senior Hyperautomation Expert – Helped establish the Appian Centre for Enablement; corporate onboarding, product approval, fast financial close; KYC and case-management POCs.
2008–2009	**Generali Insurance** · BPM Technical Lead – Led a 10+ person programme: car claims, call-centre and sales-force automation, online insurance.
2005–2007	**Trivium** · BPM Solution Architect and Lead Developer – Enterprise BPM solutions; set up the BPM competence centre.

ADDED VALUE IN EU PROJECTS

- From community needs to a working solution: turns co-designed use cases into architecture, integrations, workflows and measurable validation criteria.
- Reliable AI: combines AI-assisted composition with deterministic workflows, confirmations and human oversight.
- Lower delivery risk: existing Spotvibez technology as a base for pilots and a path from TRL 4 toward TRL 7.
- Security, GDPR and Responsible AI built into the design, not added later.

EDUCATION AND CERTIFICATES

- MSc Responsible AI – OPIT (in progress)
- MBA Digital Transformation & Data Science – WU Executive Academy, 2024 (with honours)
- Digital Transformation; Digital Transformation in Banking – IEDC Bled School of Management, 2019
- certificates: Appian Developer (2021), Camunda for Java Developers (2020), OutSystems Web Developer (2019), IBM BPM Process Manager (2012), Metastorm BPM (2007/2008)

TECHNOLOGY TOOLKIT

- workflow: Temporal, Camunda, Appian, OpenText MBPM/MetaStorm, OutSystems, IBM BPM
- AI: CrewAI, LangChain, LangGraph, Claude, OpenAI
- development: Python, TypeScript, Java, C#, JavaScript; REST, SOAP, OpenAPI
- data: MS SQL Server, Oracle, PostgreSQL; JSON/JSON-LD

LANGUAGES

Slovenian (native) · English (C1) · German (B1)