

Elvis Šabanović

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Experience

[A51 d.o.o](#) - Lead Technical Support Specialist

May 2019 - Present

Technical server-side support, setup, debugging and maintaining the app on different types of web servers.

- Diagnosing hardware & software faults.
- Analysis of logs in order to discover any underlying issues or trends.
- Diagnosing & solving hardware, software faults.
- Testing & evaluating new technology.

Designed and implemented new model of bug reporting between the teams, which resulted in more bugs closed, no conflicts and no incorrect information.

Technologies used for this position:

- Amazon Web Services (EC2, DynamoDB, s3)
- Linux system administration (Mostly Debian based)
- Nginx, Apache, PHP (7.1+), MySQL (5.6+)

Support App

Support teams lacks efficiency, which resulted in more than 1 minute response time, also sharing information between two shifts is hard that's why I designed a system that keeps valuable snippets of responses and video sharing material, for support teams which they can share with clients.

Fidelis jewelry - CO-Founder

Present

Project that was started with my girlfriend on November 2019, which resulted in 4th place out of 65 teams in business and innovation competition.

The theme is built around personal jewelry and on Shopify platform.

Anyone who'd find any necklace or other form of jewelry on a website would also need to upload photos or videos (max 5), the Shopify would send an webhook on order creation and hit my endpoint which was listening for that request. Backend built with Node would destructure the JSON -> get data that it needs and store it inside of MongoDB, but most importantly it would get images that are uploaded and store them on Amazon s3.

Anytime the user scans the QR code, systems displays users content in a highly secure manner.

[A51 d.o.o](#) - Customer Support Specialist

Aug 2018 - May 2019

Day to day interaction with clients, helping them navigate through the app and helping them solve their business need. Eg: find the best business methodology or design their workflow;

Education

Technical High School "Pavle Savić" - Novi Sad

Chemical Technician

Singidunum University - Novi Sad (II year)

Bachelor with Honours in Electrical and Computer Engineering
(B.Elec.Comp.Eng.)