

Filip Jugkala

Work experience

STUDENT

Help Desk Technician

CARNET

February 2019 – present

- providing 1st and 2nd level user support
- mentoring and supervising 1st level agents
- PROJECT: internal knowledge base for our department - **WordPress**
- PROJECT: Chrome extension for productivity boost - **JavaScript**

PART-TIME

Doping Control Chaperone

Hrvatski zavod za javno zdravstvo

January 2016 – present

- doping control notification
- chaperoning selected athletes in domestic and international competitions

FULL-TIME

Pharmaceutical Production Technician

Pliva Hrvatska

March 2014 – September 2014

- monitored processing operations
- operated equipment for processing operations

Education

Faculty of Humanities and Social Sciences, University of Zagreb

2018 - ongoing

Graduate study of Informatics – Research-oriented study

2015 – 2018

Bachelor of Information Sciences

2009 - 2013

Natural Sciences Highschool of Vladimir Prelog

Chemical Technician

Additional info

- co-organized student excursion to Filozofijada 2019 and 2020
- volunteered in three Croatia's national football team qualifying campaigns
- volunteered at Weekend Media Festival 2019
- included in University of Zagreb All-star futsal team 2019
- **interests:** football, hiking, philosophy, Balašević' music, lake Jarun

Skills

- Languages:
 - Intermediate: **JavaScript**
 - Basic: **Svelte** | **AutoHotkey** | **HTML** | **CSS**
 - Familiar: **Python** | **SQL** | **Node.js**
- Tools: **Suite CRM** | **MDM** | **Visual Studio Code** | **MS Power Automate**
- **WordPress:** maintaining website, publishing content, comfortable in plugins **Elementor** and **BetterDocs**

Courses

- IoT system for patient monitoring using smart wristband | *Algebra*