Nemanja Ajvaz

👤 Profile

Service Delivery Manager who enhances team performance and maximises customer satisfaction by strategically managing calls and implementing process improvements.

💼 Employment History

Service Delivery Manager at AusNet Services (Formerly Mondo), Melbourne

July 2021 — Present

- Managing a defined customer portfolio supporting business growth and retention.

- Developing a sound understanding of the intricacies of the supported solution and the customer's needs.

- Operating as a conduit between the customer and our technical teams to drive optimal delivery of services or service technology.

- Putting the customer first; evaluating customer feedback and developing continual service improvement by establishing activities designed to ensure consistently high service performance.

- Ensuring customers have access to the right level of information on overall service performance and any planned outage and/or changes

- Strong focus on reducing costs and increasing efficiencies through the implementation of documented best practice processes.

Scrum Master at AusNet Services (Formerly Mondo), Melbourne

August 2020 — Present

During my time with the team I have administered all Agile/Scrum processes including sprint planning, daily scrums, sprint reviews and sprint retrospectives; coached team members and clients on Agile process. I have incorporated liberating structures in the sprint

retrospectives to facilitate team discussions.

- Assist in defining and deploying new product development processes and in facilitating the continuous improvement of existing processes.

- Empower the team to make system and process improvements captured in sprint retrospective meetings.

- Manage sprint backlog items and tasks.

- Leading the teams efforts towards continuous improvement.

- Remove obstacles for developers and testers.

- Working effectively with others to remove delivery team roadblocks.

- Conducted workshops and team building activities to promote team happiness.

Details

0415411879
nemanja.ajvaz@gmail.com

Links

LinkedIn

Skills

Agile and Scrum

Interpersonal Skills

Emotional Intelligence

Teamwork

Analytical thinking and problem solving

Customer Centricity

Customer Relations

Communication

Leadership

Jira

ITIL

SQL

JavaScript

jQuery

HTML

CSS

Application Support / Development Technician at AusNet Services (Formerly Mondo), Melbourne

November 2018 — July 2021

- Ensuring that the Service Level Agreements (SLA's) between the customer and AusNet are fulfilled through proper incident management, prioritizing and escalating where appropriate.

- Collaborating with developers to ensure client specifications are met.

- Tested troubleshooting methods, devised innovative solutions, and documented solutions for inclusion knowledge base for the support team to use.

- Conducted regression testing, analyzed results and submitted observations to the development team.

- Point of contact for high priority incidents.

- Work closely with internal / external stakeholders, solution architects, managers and developers across locations to ensure timely delivery.

- Supporting other teams and areas of Ausnet when required to ensure the best and fastest resolutions to high priority issues.

- Working to define and diagnose issues by determining the root cause(s) of problems and providing resolution to customers, using a broad range of troubleshooting skills related to software functionality and data analysis.

- Produce functional and technical specifications for the development group to bridge any gaps in the core functionality and integration development

- Extensive SQL (Oracle) experience. I worte scripts that the team uses on a daily basis.

- MDM (Mobile Deployment Management) - Kaspersky. I was in charge of deploying to a fleet of inspectors during production releases.

- Monitoring AWS Alerts and Metrics through Site 24/7.

Application Support Analyst at AusNet Services (Formerly Mondo), Melbourne

March 2018 — November 2018

- Providing reactive and proactive L1 and L2 support to clients via phone, email and helpdesk system.

- Assisting internal customers and co-workers and providing a high level of customer service when providing application support.

- Writing "how to" training documentation for customers, as required to facilitate incident resolution.

February 2021 — February 2021

❧ Education

Bachelor of Engineering (Computing and Networking), Royal Melbourne Institute of Technology, Melbourne

February 2013 — November 2017

Web Development Bootcamp, University of Sydney

June 2021 — November 2021

Certification

Scrum Master

August 2020 — Present

https://www.scrum.org/user/703808

Sumo Logic Fundamentals, Melbourne

January 2019 — Present

Awards

Mondo Star Award for "We Deliver"

2019

Mondo Star Award for "We work Safely"

2019

Mingle Stars Award - For constant support of his customers and his peers

2019

Mingle Stars Award - Instrumental in driving a resolution for a high severity incident

2019

References

References available upon request

Projects

Reel Movies, Melbourne

July 2021 — July 2021

This project will enable the user to search for a movie title in the search bar and and render the movie details (Title, Plot, Actors, Awards and Ratings) along with the YouTube trailer to the screen. We used two API's to acheive this: OMDb API and the Google API (Youtube), information regarding implementation will be discussed later on in the README.md.

The technologies used were: Javascript, Jquery, API and LocalStorage

https://nem-ajvaz.github.io/Group_Project/

Weather Forecast, Melbourne

June 2021 — June 2021

A simple weather forecast app for viewing a daily and 5-day forecast.

The technologies used were: Javascript, Jquery, API and LocalStorage.

https://nem-ajvaz.github.io/homework_6/

Day Planner, Melbourne

June 2021 — June 2021

A simple calendar app for scheduling your working day.

Technologies used were: JavaScript and LocalStorage

https://nem-ajvaz.github.io/homework_5/