

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

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 wrote 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

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