Norbert Kulacin

📍 Novi Sad, Serbia

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🔗 www.linkedin.com/in/norbertkulacin ⚛ https://norbert-portfolio.netlify.app

Citizenship: Hungarian and Serbian

Sex: Male | Date of birth 17.05.1990 | Nationality Hungarian

SUMMARY

Experienced professional with a proven track record in IT administration, project management, and report automation. Proficient in developing, testing, and delivering automation projects while maintaining strong client relationships. Skilled in providing technical support and collaborating with cross-functional teams to enhance software solutions. Eager to transition into front-end development, with a passion for learning new technologies and a dedication to delivering high-quality user experiences.

WORK EXPERIENCE

Report Automation Executive
October 2015 - Current

E-Tabs   www.e-tabs.com   📍London, UK

- Develop, test, and deliver automation projects and reports from inception to client delivery.
- Conduct project estimation and prepare project quotes for clients.
- Provide 3rd line support via Zendesk or video call, resolving client inquiries promptly and effectively.
- Participate in scrum meetings to test new features and contribute to the development roadmap.

CRM - IT Administrator
July 2012 – July 2015

Studio Moderna www.studio-moderna.com   📍Subotica, Serbia

- Providing 1st and 2nd line support in the Call Centre.
- Organizing and conducting IT trainings for all employees.
- Collaborating with international IT engineers to implement new features into the Call Centre System.
- Collaborating with external partners, especially the VoIP provider, to improve call system experience.
- Providing support for server room maintenance and operations.

General Task Coordinator
July 2011– Jun 2012

Studio Moderna www.studio-moderna.com   📍Subotica, Serbia

- Supervise and lead the general task team to ensure efficient operations.
- Ensuring compliance with business procedures and standards.
- Taking responsibility for the quick and efficient resolution of technical malfunctions in the call centre.
- Close cooperations with business partners to achieve common goals.

IT Technician
July 2009 – July 2011

Computer Service Power   📍Kula, Serbia

- Installing and configuring computer hardware, software, and systems.
- Providing expert technical advice and recommending appropriate computer configurations to customers.
- Delivering exceptional customer service by effectively addressing technical issues and communicating solutions clearly.

EDUCATION

IT Technician   2005-2009
Secondary Technical School "Mihajlo Pupin"   📍Kula, Serbia

LANGUAGES

Serbian – native

English – advanced

Hungarian - beginner

STRENGTHS

Problem Solving
Drawing on my diverse career experiences, I have developed a versatile approach to problem-solving, which enables me to navigate and solve challenges from multiple perspectives, even in high-pressure situations.

Team Collaboration
Experienced in fostering teamwork, I facilitate a collaborative environment where creativity flourishes, ensuring projects align with objectives.

Attention to Detail
With meticulous attention to detail, I ensure tasks are completed accurately and efficiently.

Quick Learner
With a keen aptitude for rapid learning, I quickly understand and adopt new technologies, ensuring seamless integration and adaptability in different environments.

SKILLS

HTML – CSS – JavaScript – React

GIT – NodeJS – MongoDB – SQL
Office 365 – Windows Servers

SERTIFICATIONS

IT Academy 2013-2014
Microsoft Administration – Certified Computer System Administrator

Developer Bootcamp 2023
Full Stack - Level Up

PASSIONS

✈ Traveling

🌳 Nature

🎵 Music

🚴 Sport