

PERSONAL INFORMATION



📍 Novi Sad, Serbia

✉ [norbert.kulacin@gmail.com](mailto:norbert.kulacin@gmail.com)

📞 +381 611316833

Citizenship: Hungarian and Serbian

Sex: Male | Date of birth 17.05.1990 | Nationality Hungarian

WORK EXPERIENCE

October 2015 - Current

Report Automation Executive - London, UK

E-tabs [www.e-tabs.com](http://www.e-tabs.com)

- Providing a service to clients for automating the reports
- Maintaining a projects and delivery reports to clients
- Working closely with the Scrum team to improve reporting software.
- 3rd line support through the Zendesk platform

July 2012 – July 2015

CRM Administrator, IT Administrator - Subotica, Serbia

Studio Moderna [www.studio-moderna.com](http://www.studio-moderna.com)

- 1<sup>st</sup> and 2<sup>nd</sup> line support (Call Center)
- Organizing and conducting IT trainings for all employees
- Worked closely with international IT engineers to implement the new features into Call Center System
- Maintains and keeps Intranet site updated

July 2011 – July 2012

General Task Coordinator - Subotica, Serbia

Studio Moderna [www.studio-moderna.com](http://www.studio-moderna.com)

- Managing the General Task team
- Ensures that business procedures have been carried out
- Responsibility for the removal of all technical failures in Call Center
- Cooperation with business partners

Jun 2009 – Jun 2011

IT Technician - Kula, Serbia

Computer Service Power

- Installing and configuring computer hardware, software and systems
- Investigating, diagnosing and solving computer software and hardware problems
- Advises customers on technical matters and recommends appropriate computer configurations

EDUCATION AND TRAINING

2013 – 2014

Microsoft Administration – Certified Computer System Administrator

IT Academy

- Windows servers 2008/2012, SQL Server, Exchange Server, Computer Network, Computer Hardware

2012 – 2013

Callan Method stage 9

Course of English - Money Is Coming

2005 - 2009

IT Technician

Secondary Technical School "Mihajlo Pupin" Kula

## PERSONAL SKILLS

Mother tongue(s) Other language(s)	Serbian				
	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C1	C1	C1
Hungarian	C1	C1	C1	C1	B1

## Communication skills

- Excellent verbal and nonverbal communication, able to put views across confidently and assist better team relationships
- Utilize communication and problem-solving skills by listening attentively to customer complaints and reviewing possible solutions to ensure satisfaction
- Motivate team to meet goals by creating an incentive program and providing positive feedback

## Organisational / managerial skills

- Organizational skills gained through experience
- Leadership skills gained through organization
- Vision, flexibility in dealing with new situations and challenges, creativity and client orientation
- Manage training of new employees on all facets of job operations

## Job-related skills

- Easy learner: Worked in various types of projects which requested studying of materials for new approach
- Excellent listener and open-mind flexible understanding
- Effectively manage multiple responsibilities and demands using problem solving and time management skills.
- Maintain a calm and friendly attitude in stressful, fast paced circumstances

## Computer skills

- Servers: Windows server 2008 / 2012, Exchange server, MySql, MS SQL server 2008 / 2012
- Operating Systems: Windows XP, 7, 8,10, Ubuntu
- Miscellaneous: Computer Hardware CompTia A +, Computer Network TCP/IP, CRM applications, Microsoft Office, Olap, VMware,
- Programing Languages: Java, Spring framework, HTML5, CSS3

## Other skills

- Music: big music lover (electronic, jazz, rock, pop 80'90')
- Enjoy all sports activity particularly fitness, runing.
- Love to travel and experience different cultures.