TAMARA JAKOVLJEVIC

Data Engineer | Software Engineer

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💻 github.com/Tamara014

PROFILE

Motivated and hands-on Software Engineer with experience in L1 support and a solid foundation in IT. Skilled in database management, software development, and technical troubleshooting. Passionate about leveraging technical expertise to design and implement efficient solutions. Strong communicator and team player with a focus on delivering impactful results in collaborative environments.

PROFESSIONAL EXPERIENCE

IMPLEMENTATION SPECIALIST
OpenWay

Jul 2025 – Sep 2025

- Configured and supported WAY4 systems for banking clients.
- Customized and troubleshooted payment solutions using SQL and Oracle.
- Tracked tasks using JIRA and accessed client environments via Remote Desktop.
- Assisted with system integration, testing, and deployment of solutions.

JUNIOR SUPPORT ANALYST L1
Comtrade System Integration

Sep 2024 – Jun 2025

- Diagnosed and resolved software and hardware issues for clients.
- Managed tickets in ServiceNow and escalated complex issues to senior teams.
- Collaborated with technical teams to optimize processes and resolve technical problems.

WAITER / BARTENDER
Republic Cafe

May 2022 – Oct 2024

- Managed orders and POS systems efficiently in a fast-paced environment.
- Developed multitasking, communication, and teamwork skills.

EDUCATION

Faculty of Technical Sciences, Čačak

Information Technology

2020 – Present

High School of Food and Hospitality

Food Technology

2016 – 2020

SKILLS

- Programming Languages: Python, JavaScript, Java, SQL
- Web Technologies: HTML5, CSS3, React
- Databases / Data Storage: Oracle, Microsoft SQL Server, relational databases
- Cloud: Azure (basics), cloud storage/compute
- ETL & Data Tools: API integration, data cleaning/transformation, Power BI, Excel
- Dev Tools & Others: Git & GitHub, ServiceNow, JIRA

PROJECTS

- Weather Data Pipeline – https://github.com/Tamara014/weather_data_pipeline

Built a data pipeline to fetch, clean, transform, and store weather data.
Implemented ETL processes and automated workflows using Python.

- ySign – https://github.com/Tamara014/ySign-master

Developed a web application with user authentication, database integration, and front-end interface. Focused on data management, API integration, and workflow optimization.