

# Haris Kerla

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## WORK EXPERIENCE & ROLES

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**Mplus BH d.o.o.** Mar, 2019 – Feb, 2020; Mar, 2020 – present  
*Customer Support Agent* Sarajevo

- Resolving queries using a CRM system, voice and written (English)
- Importing data to provide statistics and generate required lists/tasks
- Collecting and generating bug reports for our platform and resolving them if necessary
- Assisting the main production team with sensitive and critical tasks
- Resolving escalations for most difficult issues reported by customers

**Capital Market Solutions d.o.o.** Mar, 2017 – Nov, 2017  
*Call Agent* Sarajevo

- Performing cold calling on a B2C basis (English)
- Using CRM software to access the leads and input the relevant information regarding the client
- The scope of clients included residents of more than 20 countries from 5 continents.

**PC Technician** 2005 - Present  
*Private job* Sarajevo

- Installing OS per request with all the necessary drivers and software per request
- Evaluating the system specifications, proposing new components and installing them per client's request
- Using advanced malware, adware, spyware, etc. removal methods to successfully cleanse infected PC's
- Remotely assisting with emergency issues using TeamViewer or AnyDesk

**Translator** 2008 - Present  
*Private job* Balkans

- Translation to English language from Bosnian, Serbian or Croatian and vice versa
- Translations were done for essays, seminars, thesis projects and any documents provided

**Aubih.edu** 2017 - 2018  
*Internship / Web Developer* Sarajevo

- Worked on creation of the official page of the university I attended as part of the practical work program
- Used HTML5, CSS and Javascript (jQuery)
- Worked in a large team and successfully carried out the project

## EDUCATION

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**American University BiH – Computer Science/IT** Sarajevo, 2013-2018

**High School of Electrical Engineering – Computer Science/IT** Sarajevo, 2009-2013

## SKILLS & PROFICIENCY IN PROGRAMMING LANGUAGES

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- **Skills:** Computers are my second nature; excellent English skills in written and oral communication; ability to work under high pressure situations and to self-motivate; problem solving is my passion; great team player, while also being able to carry out solo projects; active listener; very quick learner
- I am familiar or have used: C, C++, C#, HTML5, CSS, Javascript, MySQL (structure, syntax and advanced algorithms knowledge for all of the mentioned), I have also finished the Academy387's Professional Software Tester course recently