Damir Harambasic

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Skillset

+ Creativity & Analysis
+ User Experience principles
+ HTML5 & CSS3
+ JavaScript/jQuery (basic)
+ Command Line chops (SSH, FTP)
+ Troubleshooting (problem solving)

+ Responsive Web Design
+ WordPress
+ Wireframing & Prototyping
+ Communication & Liaison
+ Adobe Photoshop
+ Atlassian JIRA (JQL)

* Additional familiarity with:
  + Axure RP Pro
  + Adobe Illustrator
  + Visual Design
  + Documentation
  + Git & GitHub
  + Project Management
  + Microsoft Office Suite

Experience

Damir Hara Design | November 2012 - present

Freelance Front-end Web Developer and Designer

+ Design and develop minimal and aesthetically pleasing web sites on WordPress, Tumblr or from scratch.
+ Projects include: Rynet Technologies, Geek Zombies, and RUSA.org. Examples can be seen at www.damirhara.com.

Experticity | December 2012 - present

Technical Services Specialist

+ Work with clients, PM's, and Account Coordinators to build, update, and TS issues on 3point5.com and Promotive.com stores.
+ Handle store build projects from the staging phase to production, handle integration and FTP account creations if applicable.
+ Manage workflow through JIRA, create tickets as needed and assign them to appropriate individuals.
+ Work with technologies and programs such as: Photoshop, MySQL, XML, HTML, EDI, Salesforce.com, Excel, etc.
+ Work with Software Engineers to develop more efficient tools. Test and implement them into workflow.
+ Clients include: Zeal Optics, yurbuds, Stan's No Tubes, Raleigh, Carhartt, One Industries.

Apple Inc. | November 2011 - December 2012

Senior iOS Advisor

+ Handled escalated technical (T2) and managerial cases for iOS equipped devices and associated computer operating systems.
+ Worked with customers until a resolution was found, simplified technical terms, kept in contact for months at a time.
+ Probed technical issues and analyzed data logs from devices using CRM tools and technologies.
+ Escalated to engineering if additional help was needed, acted as a liaison between the customer & engineering.
+ Acted as the voice of Apple, my decision was the final Apple decision, took over Supervisor/Manager seeking customers.

National Product Sales | June 2006 - June 2011

eBay Lister/Warehouse Freight Associate

+ Listed various products on eBay through custom eBay listing software, specialized in computers/electronics, sporting goods & freight.
+ Picked, shipped & set up freight orders. Operated all the forklifts in the warehouse. Helped out with local orders & customer service.
+ Held several different positions within the Online Sales department. Wore many different "hats" throughout my 5 years here.

Education

University of Utah | 2012 - 2014

BS - Mass Communication

+ Focused on Web and Technology, Class of 2014

Salt Lake Community College | Class of 2011

AS - General Studies