

# 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
- + Flow diagrams & IA
- + Adobe Photoshop
- + Atlassian JIRA (JQL)
- \* Additional familiarity with:
  - + Axure RP Pro
  - + Adobe Illustrator
  - + Written & Visual Communication
  - + User Research & Testing
  - + Git & GitHub
  - + Project Management
  - + Microsoft Office Suite

## Experience

### Damir Hara Design | September 2012 - present

Freelance Front-end Web Developer and Designer

- + 1.5 years experience designing and developing minimal and aesthetically pleasing web sites on WordPress or from scratch.
  - + Clients include: Rynet Technologies, Geek Zombies, and RUSA.org.
  - + Examples of work can be seen at [www.damirhara.com](http://www.damirhara.com).
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### 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, SVN, 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.
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### 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.
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### 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.
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## 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