

# MATEJ BUKOVIĆ

INFORMATION TECHNOLOGIES



**PHONE** | + 385 98 966 8051  
**EMAIL** | bukovicmatej@gmail.com  
**ADDRESS** | Nikole Tesle 47b, 10410 Velika Gorica, Hrvatska

## PROFILE

Senior associate for IT support with many years of experience in working with computers. Excellent knowledge of computer hardware and software and active work with programming languages. Recognized for ability to do quality work tasks, solving business problems and the ability to work independently and work in teams.

## SKILLS

- Problem solving
- Analytical
- Computer literacy
- Communicative
- Work under pressure
- Ability to define priorities
- Leadership position experience
- Teamwork experience

## ADDITIONAL SKILLS

- Frontend (HTML, CSS, JS)
- SQL
- GIT
- .NET
- Unix
- Python
- Java
- Microsoft Office
- Active Directory
- B category
- English language – C1



## WORK EXPERIENCE

May, 2021 – Present

### **Zagrebačka banka d.d. | Service Desk**

- installing and configuring new hardware and software
- work with SCCM
- Active Directory – managing users and computers (password reset, migration, etc.)
- work with Microsoft Office tools
- creating and providing IT documentation
- ticket troubleshooting
- IBM Control Desk Administrator
- Incident management
- maintaining the stock of IT equipment
- reviewing requests for security exceptions for end users

September, 2020 – March, 2021

### **ELSG d.o.o. | IT technician**

- maintenance of computer equipment
- CMS maintenance
- creating and managing user accounts
- work with Microsoft Office tools

July, 2017 – November, 2019

### **International Solutions s.r.o. - Slovakia | IT technician** **Daimler AG – Mercedes Benz, Stuttgart**

- setting up and configuring the infrastructure of wireless radio systems
- measuring and testing radio transmitters
- independent work with radio infrastructure plans
- team leader
- organization of work tasks
- use of foreign languages



## EDUCATION

2019 - Present

### **VSITE** – College for Information Technologies, Zagreb