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JULIAN HORVAT

EMPLOYMENT

SAP **Products Support Engineer, Intern** **Spring 2013 – Winter 2013**

- Worked together with customers to solve technical problems with our database products, including error messages, crashes and bugs
- Responsible for communicating with customers about their cases over email and phone and maintaining my case histories in the ticketing system
- Reproduced bugs and sent the reproduction off to the bug team to get fixed
- Wrote Knowledge Base articles when a case had an undocumented resolution for the purpose of deflecting future cases

AML Communications **Sales Associate** **Summer 2011– Spring 2013**
- Studied current phone features, new contract pricing, in-market plans, and current promotions daily to better serve customers
- Regularly exceeded minimum monthly sales targets
- Consistently went above expectations to resolve customer issues; both technical and business

University of Waterloo **Undergraduate Research Assistant** **Fall 2010 – Summer 2011**
- Verified machine analysis of open-source Java applications, looking for issues related to privilege based security holes
- Creation and maintenance of a MySQL database, SVN repository, and an Apache web server that facilitated the research

Society of Computing and
Information Science **SOCIS Executive** **Spring 2012 - Present**
- Managed the SOCIS online community and advertised society events as the Community Liaison
- Rebuilt the SOCIS website; currently responsible for maintenance of the SOCIS server as the System Administrator

EDUCATION

Guelph, ON **University of Guelph** **Fall 2011 – Present**
- B. Comp with a major in Software Engineering, GPA: 77.88%

TECHNICAL EXPERIENCE

Projects
- **Dialogc** (2013). An IDE written in Java that was used to edit configuration files that were then compiled into Java forms that interacted with a MySQL database
- **jhorvat.github.io** (2013). Designed the front-end using Twitter's Bootstrap hosted on Github Pages and was developed using the Harp static server and the Jade template engine.
- **SAP Hotels** (2013). A hotel reservation management Android app designed and written as part of my internship at SAP

Languages and Technologies
- C; Java; Go, Revel; HTML, CSS; Javascript; Bootstrap, Foundation
- Sublime Text; Eclipse; Vim; Tmux; SQL Anywhere; MySQL; Android SDK