Ivan Kokalović

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Experience

Research Industrial Systems Engineering (RISE), Backend Developer — Leipzig, Saxony, Germany — June 2025 – present — 8 months
- Manage infrastructure, IAM, and backend development using Terragrunt, Java, Terraform, and Docker
- Build proof of concepts for new initiatives
- Work on infrastructure automation and deployment pipelines

IDnow, Technical Services Engineer — Munich, Bavaria, Germany — Aug 2022 – June 2025 — 2 years 11 months
- Managed Jira boards for technical issues within Service Level Agreement (SLA)-based priority system
- Performed Level 3 (L3) engineering tasks and provided pre- and post-sales technical support
- Maintained and developed Optical Character Recognition (OCR) engines, delivered Root Cause Analysis (RCA) statements for stakeholders
- Supported clients with SDK installations for Android and iOS platforms
- Wrote lambda functions for internal configuration system and fixed HOCON (Java) syntax errors
- Monitored and investigated errors using Graylog, Docker logs, and Grafana
- Developed internal scripts in Bash, Python, and PowerShell
- Created MySQL query templates and managed multiple Jira boards
- Coordinated technical feature requests and participated in customer escalation meetings

IDnow, Fraud Prevention Specialist — Leipzig, Saxony, Germany — Oct 2021 – Aug 2022 — 11 months
- Created real-time dashboard for fraud cases with data from multiple sources
- Set up Optical Character Recognition (OCR) Tesseract for big data analysis
- Trained new members during onboarding phase
- Worked with security print experts from Interpol and Gemalto
- Prepared training materials for Fraud Prevention Specialists
- Participated in team that introduced internal Anti-Money Laundering (AML) system
- Served as technical contact point and conducted quarterly fraud analyses

IDnow, Ident Specialist — Leipzig, Saxony, Germany — Mar 2021 – Sept 2021 — 7 months
- Handled inbound requests and guided customers through identification process
- Performed manual reviews and managed night shifts with on-duty calls
- Reviewed and analyzed customer data to ensure compliance with requirements
- Collaborated with technical support team to resolve issues promptly
- Handled sensitive information with high level of discretion and professionalism

In Voice d.o.o., Chief Executive Officer and Founder — Mostar, Bosnia and Herzegovina — Mar 2019 – June 2020 — 1 year 4 months
- Founded IT and marketing solutions company with initial capital of €500
- Registered company in Mostar under MBS number 58-01-0029-19
- Established employee-owned company structure outlined in internal statute
- Cultivated exceptional talent from within rather than external hiring
- Built teams that continue to thrive and make impact

Media One, Information Technology Consultant

Mostar, Bosnia and Herzegovina

Aug 2018 – Mar 2019

8 months

- Provided consulting and maintenance for VoIP (Voice over IP) systems
- Optimized hardware costs by leveraging optical fiber networks
- Built sales CRM (Customer Relationship Management) using Google Apps with JSON, JavaScript, Python, C++, SQL
- Developed scalable invoice factoring system and automation scripts
- Secured investments from Berlin and Zagreb
- Built custom Optical Character Recognition (OCR) endpoint with Beowulf cluster for invoice processing
- Developed custom dictionary for OCR engine and assembled distributed system from multiple machines

Education

Bachelor's University of Mostar, Information Technology

2018 – present

degree (In Progress)

- Focus on databases, data science, and financial analysis

Skills

Backend & Infrastructure: Java, Scala, Go, Terragrunt, Terraform, Docker, REST (Representational State Transfer) APIs

Programming Languages: Python, Bash, PowerShell, JavaScript, TypeScript, C++, SQL, Dart

DevOps & Monitoring: Graylog, Grafana, Docker, Linux, Ansible, CI/CD (Continuous Integration/Continuous Deployment)

Technologies & Tools: Jira, Confluence, MySQL, Optical Character Recognition (OCR/Tesseract), AWS Lambda Functions, HOCON, Model Context Protocol (MCP)

Frameworks & Libraries: Svelte, OpenCV

Systems & Methodologies: Identity and Access Management (IAM), Service Level Agreement (SLA) Management, Anti-Money Laundering (AML) Systems, Fraud Prevention, Technical Support

Soft Skills: Problem Solving, Project Management, Technical Documentation, Stakeholder Communication

Certifications

Python Essential Training: LinkedIn Learning

Reactive Architecture - Introduction to Reactive Systems: Lightbend Academy

OpenEDG Python Institute - Programming with Python: Professional Certificate

Java Foundations by JetBrains: Professional Certificate

Jira Fundamentals Badge: Atlassian

Projects

LabanCompiler: Computer vision tool converting video to Labanotation dance notation (Python, 7 stars)

ScalaCast: Distributed video streaming server with peer discovery and fault tolerance (Scala, 3 stars)

bankarstvo: Banking DTO application with user registration, login, and balance operations (Python)

HOCONconfReader: HOCON configuration file reader returning structured hash maps (Scala)

emrtd_manager: Electronic passport and travel document reader (Scala)

ipquery-dart: Dart SDK for IP address geolocation API (Dart)

Ansible community.general: Documentation contribution to Ansible Community General Collection (Python)

Languages

Spoken Languages: German (Native), English (Fluent), Croatian (Native), Serbian (Native), Slovenian (Basic), Spanish (Basic)