

Ivan Kokalović

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Experience

Backend Developer

Research Industrial Systems Engineering (RISE)

- 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

Leipzig, Saxony, Germany

June 2025 – present

Technical Services Engineer

IDnow

Munich, Bavaria, Ger-

many

Aug 2022 – June 2025

- Managed Jira boards for technical issues within SLA-based priority system
- Performed Level 3 engineering tasks and provided pre- and post-sales technical support
- Maintained and developed OCR engines, delivered 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

Fraud Prevention Specialist

IDnow

Leipzig, Saxony, Germany

Oct 2021 – Aug 2022

- Created real-time dashboard for fraud cases with data from multiple sources
- Set up 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 AML system
- Served as technical contact point and conducted quarterly fraud analyses

Ident Specialist

IDnow

Leipzig, Saxony, Germany

Mar 2021 – Sept 2021

- 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

Chief Executive Officer and Founder

In Voice d.o.o.

Mostar, Bosnia and Herze-

govina

Mar 2019 – June 2020

- 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

Information Technology Consultant

Media One

Mostar, Bosnia and Herzegovina
Aug 2018 – Mar 2019

- Provided consulting and maintenance for VoIP systems
- Optimized hardware costs by leveraging optical fiber networks
- Built sales CRM 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 OCR endpoint with Beowulf cluster for invoice processing
- Developed custom dictionary for OCR engine and assembled distributed system from multiple machines

Education

University of Mostar

2018 – 2019

Bachelor's degree (In Progress) in Information Technology

- Focus on databases, data science, and financial analysis

Skills

Backend & Infrastructure: Java, Terragrunt, Terraform, Docker, REST APIs

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

DevOps & Monitoring: Graylog, Grafana, Docker, Linux, SoftEther

Technologies & Tools: Jira, Confluence, MySQL, OCR (Tesseract), Lambda Functions, HOCON

Systems & Methodologies: IAM, SLA Management, AML Systems, Fraud Prevention, Technical Support

Soft Skills: Creative Problem Solving, Project Management, Technical Documentation

Certifications

Python Essential Training: LinkedIn Learning

Reactive Architecture - Introduction to Reactive Systems:

OpenEDG Python Institute - Programming with Python: Professional Certificate

Java Foundations by JetBrains: Professional Certificate

Jira Fundamentals Badge: Atlassian

Languages Spoken

Languages: German (Native), English (Native), Croatian (Native), Serbian (Native), Slovenian (Limited), Spanish (Elementary)