Matija Ćupić

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LINKS

GitHub:// **matteeyah** ↗
LinkedIn:// **matteeyah** ↗
StackOverflow:// **matteeyah** ↗

PROJECTS

RESPONDO

Website ↗
Respondo is a ticketing system for social media posts.

TANUKIDESK

GitLab Project ↗
Bidirectional communication between Zendesk and Disqus / HackerNews.

THIS RESUME

GitHub Project ↗
This resume is written in LaTeX and open-source.

EDUCATION

METROPOLITAN UNIVERSITY

BS in Software Engineering
October 2016 - | Belgrade, Serbia
Faculty of Information Technology

ELECTROTECHNICAL SCHOOL

Grad. June 2016 | Belgrade, Serbia

COURSEWORK

UNDERGRADUATE

Software Engineering
Systems Engineering
Hardware Systems
Distributed Systems
Concurrent Programming
Advanced Math
Machine Learning

EXPERIENCE

GITLAB | Backend Engineer

October 2018 - Present | Remote

After bootstrapping the Community Advocacy team I went back to my biggest passion at work - engineering software. I joined the CI/CD Engineering team after the 2017 GitLab Greece Summit challenge. The challenge was to develop a proof of concept Web IDE. I implemented the backend that spins up kubernetes pods for development and application live preview and exposes their underlying file system as well as a port to access the preview application at. I work as a Backend Engineer on the CI team to make sure our CI offering remains the best on the market.

GITLAB | Community Advocate Manager

April 2018 – October 2018 | Remote

As luck would have it I got the the opportunity to manage the Community Advocacy team at GitLab in May 2018. I always liked helping others do the best work they can so this was a no-brainer. As a Community Advocate Manager I built and cultivated a new advocacy team.

- As a follow-up from the #movingtogitlab initiative, I implemented the GitLab Ultimate for Education and Open Source programs.
- Hired and onboarded a new Community Advocacy team.
- Overhauled GitLab's Community Advocacy handbook and documented the Community Advocacy process at GitLab
- Reworked the Community Advocacy process at GitLab to be more transparent, iterative and collaborative.

GITLAB | Community Advocate

November 2016 – April 2018 | Remote

I started working as a Community Advocate at GitLab with a mission to cultivate and reshape GitLab's online community.

- Implemented custom middleware that integrates Disqus and HackerNews into Zendesk - Tanukidesk.
- Successfully migrated the Community Advocacy team from the main support Zendesk instance and to a separate Community Advocacy Zendesk instance and administered it.
- Improved the Community Advocacy workflow and brought all response time averages below 6h (except Hacker News which had a response time of less than 1h).

AWARDS (COMPUTER SCIENCE)

2016	1st / Country	IT Project of the Year
2016	Gold Medal / World	International Conference of Young Scientists
2016	1st / Country	National conference of research projects
2015	3rd / Country	National conference of research projects
2014	1st / Country	National conference of research projects
2014	3rd / Country	National conference of research project

PUBLICATIONS

[1] M. Ćupić. Solar cell battery charging controller. *Automatika Magazine*, in press.