NIKOLA GRGIC

DEVELOPER

CONTACT

📱 0459 488 831

✉ Nikola.grgic@service.nsw.gov.au

🌐 https://nikola-grgic.web.app

📍 Sydney, NSW 2000

SKILLS

- Excellent verbal and written communication and interpersonal skills
- High level presentation
- Fluent in English and Serbian
- Proven track record of superior customer service
- Highly organised and excellent time management skills
- Strong attention to detail
- Team player
- Positive attitude and empathic
- Advanced
- skills in MS packages (Word, Powerpoint and Excel)
- JavaScript
- React JS
- HTML
- CSS
- Tailwind
- Framer motion
- Firebase
- React Router
- Redux

Basic Knowledge of:
- Auth0
- Splunk
- Postman
- Kotlin
- Spring boot
- ThreeJS
- PostgreSQL

LANGUAGES

English ▬▬▬▬▬▬▬▬▬▬

Serbian ▬▬▬▬▬▬▬▬▬

PROFILE

Passionate and self-taught Developer with hands-on experience in building responsive and user-friendly web applications. Skilled in JavaScript, React and modern front-end tools, I bring a strong focus on creating seamless and engaging user experiences. My journey in software development has been driven by curiosity, initiative and a dedication to continuous learning. With experience in both collaborative and independent projects, including a key role as a Trainee Software Engineer at Service NSW, I have developed my ability to solve complex problems, optimise web interfaces and ensure accessibility standards. Eager to contribute to innovative teams and impactful projects that prioritise user-centric design.

WORK EXPERIENCE

Trainee Software Engineer

APR 2023 - JUL 2024

Service NSW - Customer Identity and Access management

Customer Support and Issue Resolution:
- Provided timely and effective technical support for customer identity and authentication issues via ServiceNow.
- Troubleshot and resolved a wide range of authentication problems, including login failures, account creation/deletion issues and account unblocking.
- Leveraged tools like Postman, Splunk, Auth0 and Salesforce to investigate and resolve customer inquiries.
- **Key Achievement**: Significantly reduced the backlog of support tickets by over 60%, demonstrating strong problem-solving and communication skills.

Front-End Development and Testing:
- Contributed to the development of authentication-related front-end features, including Multi-Factor Authentication (MFA) and Account Recovery flows, using React, Redux, SCSS and React Router.
- Conducted comprehensive testing of new features and functionalities using JEST and manual testing techniques.
- Collaboration: Worked closely with the Mobile team to ensure seamless MFA integration and functionality across various devices.
- Performed thorough mobile testing of the MFA implementation.
- Created and updated Confluence pages to document testing procedures and results, ensuring clear communication and knowledge sharing.
- Collaboration: Partnered with the Customer Profile team to align authentication flows with user profile management requirements.

Accessibility and Code Improvement:
- Played a key role in improving the accessibility of the authentication login/signup flow, ensuring compliance with AA standards.
- Actively participated in code reviews and implemented optimisations to enhance code quality and maintainability.

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EDUCATION

VISUALISATION AND ALERTING IN SPLUNK OBSEVABILITY CLOUD
MAY 2024

SERVICE NSW BOOTCAMP - TAFE
JUN 2023 -AUG 2023

TAFE CERTIFICATE IV PROGRAMMING
SEP 2021 - JAN 2022

THE COMPLETE JAVASCRIPT COURSE BY JONAS SCHMEDTMANN
MAR 2022 - JUL 2022

REACT - THE COMPLETE GUIDE BY MAXIMILIAN SCHWARTZMULLER
AUG 2022 -DEC 2022

BUILD RESPONSIVE REAL WORLD WEBSITE WITH HTML AND CSS BY JONAS SCHMEDTMANN
JAN 2022 - MAR 2022

FACULTY OF BUSINESS IN BELGRADE, SINGIDUNUM UNIVERSITYSERBIA, BELGRADE
2008 TO 2011 - Finance and Banking

REFERENCES

Kingsley Hui
Principal Product Manager
✉ kingsley.hui@service.nsw.gov.au

Adrian Martinez
Principal Engineer
✉ adrian.martinez@service.nsw.gov.au

WORK EXPERIENCE

Customer service representative

Service NSW   APR 2022 - APR 2023

- Deliver a variety of transactions to customers in a timely manner.
- Respond to customer enquiries and complaints empathetically ensuring professionalism is maintained.
- Assist new and existing staff members on how to execute day to day transactions.
- Provide feedback to trainees, Coordinators and Service Centre Manager on successes as well as areas of improvement.
- Perform back office tasks and duties such as ordering and organisingplates stock.
- Produce tracker spreadsheet for staff to monitor received plates.
- Ensure quality assurance is adhered to by conducting daily workchecking.
- Successfully complete activities as required and comply with privacyrequirements ensuring confidentiality, privacy and integrity ofinformation is not compromised.
- Ensure that where needed customer complaints, complex enquires and transactions are accurately resolved, recorded and unresolved issues are escalated through appropriate channels.

Junior Project Manager

Puzzle Interiors   APR 2019 - MAY 2022

- Review and evaluate cost estimates
- Communicate with trade partners and team members regarding
- new and current projects
- Prepare estimates and purchase orders in detail for all products
- Ensure timely completion of estimates
- Understand scope of work to bid
- Establish and maintain working relationships with vendors and
- subcontractors

Warehouse Assistant
Meshki   SEP 2020 - APR 2022

Dispatcher, Turnaround Coordinator
Dnata - Singapore Airlines | Emirates Airline   APR 2015 - SEP 2019

Cabin Crew
Emirates Airline   AUG 2011 - AUG 2014

NIKOLA GRGIC

TO WHOM IT MAY CONCERN,

As a self-taught developer with a passion for creating engaging user experiences, I'm confident my skills , enthusiasm align well with what you're looking for and I believe I'd be a great fit for your team.

I started coding out of curiosity, eager to solve problems through technology. While I've taken courses and attended bootcamps, most of what I know comes from teaching myself through hours of hands-on work and building projects. This approach has made me resourceful, quick to learn and adaptable to new challenges.

In my development work, I've always focused on building intuitive and user-friendly interfaces. I'm skilled in JavaScript, React, HTML, CSS, Tailwind, Framer Motion, Firebase, React Router and Redux, which I use to create responsive and dynamic web applications.

My proudest experiences was as a Trainee Software Engineer at Service NSW. I was part of the team working on improving the customer identity and authentication experience. I helped develop the front-end for MFA push notifications and the Account Recovery flow, ensuring these processes were seamless and secure for users. I also took the lead on making our authentication flows, including the login and signup processes, more accessible to meet AA standards. This involved doing thorough audits, updating the code and working closely with the design team to make sure everyone could use our services easily.

I also supported customer authentication issues, using tools like Postman, Splunk, Auth0 and Salesforce to troubleshoot and solve complex problems. My efforts helped reduce the backlog of support tickets significantly.

Beyond the technical side, I enjoy working in teams and believe in the power of collaboration. I'm a good communicator and I'm always ready to share what I know and learn from others. My positive attitude and strong organisational skills help me contribute effectively in any team setting.

The chance to work with a talented team on projects that make a real difference is really exciting to me. I'm confident that my passion for front-end development, along with my self-driven learning and proven track record, would make me a valuable addition to your team.

Thank you for considering my application. I look forward to the possibility of discussing how I can contribute to your team.

Best regards,

NIKOLA GRGIC