

# Ognjen Dimitrijevic

## SOFTWARE ENGINEER

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## PROFILE

As a former chef my attention to detail and precision translate well to SWE, where writing clean and efficient code is paramount.

A chef's ability to manage time and multitask in a high-pressure environment is valuable for handling multiple coding projects and meeting tight deadlines.

Furthermore, the creativity and problem-solving skills required to innovate in the kitchen are equally beneficial for developing innovative software solutions and troubleshooting complex technical issues.

Lastly, having worked in a very collaboration centered environment I am used to working with people and having management experience I have a deep understanding of the interplay between different teams and within different roles on the same team.

## SKILLS

HTML, CSS, Sass, JavaScript, REST APIs, React JS, Node.js, MySQL, THREE.js, React Three/Fiber, React Three Drei, Python, Bootstrap, Tailwind CSS, S3 Buckets, Git,

Problem-solving, Communication, Teamwork, Time Management, Agile Methodologies, Jira, Odoo, Basic knowledge of Ui/Ux, Client Relations

## PROJECTS

### Software Engineer | Outfit.AI

JUL 2023, BRAINSTATION CAPSTONE

- Designed and developed OutfitAI, a web application that leverages AI to provide personalized fashion recommendations. Spearheaded the integration of a sleek, user-friendly interface using React and Three.js, while ensuring seamless backend functionality with Node.js, Express, and MySQL.

### Software Engineer | Industry Project For Kijiji

JUL 2023, BRAINSTATION HACKATHON

- Worked closely with Ux/UI designers and Data Scientists to create an AI tagging feature that would use a single photo to create all of the info needed to make an ad on kijiji

## EDUCATION

### BrainStation | Diploma, Software Engineering

APR 2024 - JULY 2024, TORONTO, ON

### University of Toronto | Bachelors in Sociology, Minor Psychology

SEPT 2014 - APR 2018, TORONTO, ON

## EXPERIENCE

### Client Support Representative | Givex Canada Corp.

MAY 2022 - MAY 2024, TORONTO, ON

- B2B:** Set up Terminal and POS Gift Card processing, troubleshoot systems and was the front line of support of any Givex Core and GivexPOS inquiries/issues.
- Client Assistance:** Provided support to clients via phone, email, and chat, resolving issues related to Givex products and services.
- Issue Resolution:** Diagnosed and resolved technical issues by guiding clients through step-by-step solutions, maintaining a first-contact resolution rate of 85%.
- Client Training:** Conducted training sessions for new clients on the use of Givex platforms, enhancing client proficiency and reducing the number of support requests.
- Documentation:** Created and updated internal and client-facing documentation, including FAQs and troubleshooting guides, improving the efficiency and consistency of support.
- Cross-functional Collaboration:** Worked closely with sales, technical support, and development teams to ensure seamless client experiences and swift resolution of complex issues.

### Jr Sous Chef | Lambton Golf & Country Club

APR 2018 - MAY 2020, TORONTO, ON

- Menu Development:** Collaborated with the Executive Chef in designing menus for banquets up to 300 people and intimate chef's tables and wine dinners
- Team Leadership:** Assisted in managing a kitchen team of 10+ staff members, providing training, mentorship, and support to ensure a cohesive and efficient operation.
- Quality Control:** Ensured the highest standards of food quality, taste, and presentation, conducting regular inspections and taste tests to maintain excellence.