

## CURRICULUM VITAE

**Oliver Nad**

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### **PERSONAL PROFILE**

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- Technical/Salles Support call center Agent / and Team Leader with 9+ years in telecommunications services, fixed line and mobile telephone services, data transmission, internet and international communications from Croatia
- Experienced in customer focus, attention to details, problem-solving orientation, multitasking, and computer competences
- Positive team player, motivated, willing to learn from others
- Ready to follow instructions, to learn clear written and verbal skills
- Open and honest person, always eager for new knowledge and experience
- An open-minded person always willing to expand my knowledge and grow professionally, constantly trying to improve, ready to adapt to new situations
- Person with a lot of experience with jobs from different parts of everyday life
- In Ireland from April 2017

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### **EDUCATION & TRAINING**

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2019 - present    Code Institute, Full Stack Web Development

2017    College Janus, College for Aged Care and people with special needs

2004    University of Mathematics/Computer Science

2002    High School for Professional Hairdresser

1999    Theological and Philosophical University

1996    Archbishop Classical Gymnasium with accredited

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### **WORK EXPERIENCE**

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12/2018 – 08/2019

Position: Storeman

O'Reilly's SuperValu Bunclody

02/2018 – 11/2018

Position: General operative

Slaney Foods International uc, Ryland Lower, Bunclody, County Wexford

<https://slaney.com/>

11/2017– 02/2018

Position: Health care assistant

Ros Aoibhinn Nursing Home, Irish Street, Bunclody, County Wexford

09/2017 – 10/2017

Position: Health care assistant

Ferndene Nursing Home, Deansgrange Road, Blackrock, Co. Dublin

[http://www.williscaregroup.ie/index\\_fd.html](http://www.williscaregroup.ie/index_fd.html)

05/2017 – 08/2017

Position: Kitchen assistant

GBK, Dublin

<https://www.gbk.ie>

08/2007 – 12/2016

Position: Team leader in work unit for Technical and Sales support for residential customers in Croatian Telekom, <https://www.t.ht.hr/en/>

Job description:

- recruit new employee
- identifying training needs, overseeing daily operations, implementing company procedures, preparing reports, and assessing personnel performance
- daily interacting with agents (providing individual feedback, coaching and sharing new technical and sales information)
- monitoring agents (recorded calls and live calls, calls side by side)
- weekly, monthly team meeting with agents
- daily, weekly, monthly reporting supervisors, managers about targets and achievements

- daily use of Microsoft Office and other tools in Call centre (Avaya, ACS, ICCA, Teleopti, OSF, Clarify, Donat...)
- responsible for technical equipment (pc's desktops, laptops, printers, smartphones, routers...), all this equipment is for training needs
- providing basic training for Microsoft Windows(98,XP,Vista, 7, 8, 10) finding and solving a particular problem: MS Outlook, internet Connection, internet connection driver (LAN / WIFI) installation...

08/2006 – 08/2007

Position: Call Center Agent in work unit for Technical and Sales support for residential customers in Croatian Telekom, <https://www.t.ht.hr/en/>

Job description:

- technical/sales support for customers in call center
- obtains client information by answering telephone calls; interviewing clients; verifying information; solving problems with internet connection and problems with Microsoft Windows, MS Office, solving problems with smartphones
- determines eligibility by comparing client information to requirements.
- establishes policies by entering client information; confirming pricing.
- informs clients by explaining procedures; answering questions; providing information and all support that customer need
- maintains communication equipment by reporting problems.
- maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- daily updates job knowledge by studying new product descriptions; participating in educational opportunities.
- accomplishes sales and technical support and organization mission by completing related results as needed.
- inputting and accessing data within multiple system

05/2004 – 10/2004

Position: Deliverer

Pizzeria "Novi Saloon", Osijek, (Croatia)

01/03/2002–01/08/2003

Position: Hairdresser

Stjepan Nad, frizer za muškarce, Osijek (Croatia)

01/11/2001–31/01/2002

Position: Handicraft worker in producing sugar - assistant worker

IPK Tvornica Šečera Osijek, Osijek (Croatia)

05/2001–10/2001

Position: Assistant worker in construction company for repair of sidewalks. parking, driveway

Kocka d.o.o., Osijek (Croatia)

03/2001–05/2001

Position: Waiter - Taking orders from customers Collect payments Clean tables and/or counters after customers have finished

Caffe Bar "Zanzibar", Osijek (Croatia)

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### **LEISURE AND INTERESTS**

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Hardware and software, electronics, spending time with family, traveling

Garda Vetted , Full clean driving licence