

Peter Zupanc

Sr. Technical Support Engineer



ginaos.netlify.app



github.com/peroz4747



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Profile

Experienced Web Developer with a strong background in developing and optimizing web applications. Proficient in HTML, CSS, JavaScript, React, Vue and Angular, with a proven track record of delivering high-quality solutions. Passionate about creating responsive, user-friendly interfaces and continuously learning new technologies.

Digital Skills



Work Experience

Feb 2023– Present

Celtra d.o.o. | Kongresni trg 3, 1000 Ljubljana

Sr. Technical Support Engineer

- Resolved highly complex tickets on Zendesk, achieving a 95% satisfaction rate.
- Contributed to product improvements by writing code and tests, and suggesting and documenting new ideas for product innovation.
- Improved team workflow and efficiency by implementing macros, custom scripts and AI projects, reducing ticket resolution time by 20%.
- Managed client support for EMEA & APAC regions alone for 5 months, maintaining high satisfaction rates.
- Mentored new hires, reducing onboarding time by 20%.
- Recognized as ROY for efficiency and effectiveness in running training sessions for new employees and clients, and coordinating team tasks and priorities.

May 2022– Jan 2023

Celtra d.o.o. | Kongresni trg 3, 1000 Ljubljana

Technical Support Engineer

- Resolved tickets on Zendesk and certified scroller formats and skins using custom CSS, HTML5, and JS.
- Provided support across APAC, EMEA, and NA regions, ensuring consistency.
- Troubleshoot trafficking discrepancies and rendering issues, leading to a 15% increase in campaign performance.
- Optimized client campaigns for better load/render rates, improving efficiency by 15%.
- Earned the ROY award for the best newcomer, demonstrating dedication and skill.

Feb 2021 – Apr 2022

Result d.o.o. | Celovška cesta 182, 1000 Ljubljana

Full Stack Web Developer

- Developed and debugged software solutions for Sixt/Allane, improving system reliability by 25%.
- Created internal tools to streamline logging work hours, increasing accuracy and reducing time spent by 30%.
- Enhanced technical proficiency with Java (Spring Boot), Angular/React, PostgreSQL, Docker, and Jenkins.
- Trained newcomers and collaborated on various projects, fostering a collaborative and productive work environment.

References

Available upon request



Contact

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Markovičeva ul. 15, 2000 Maribor



Education

- Faculty of Economics and Business Maribor
Masters degree in Management of informatics and e-commerce
Completed in 2021
- Faculty of Economics and Business Maribor
Bachelor degree in Management and administration
Completed in 2018



Skills

- Web Development
- Digital Marketing
- Team Management
- Critical and Analytical Thinking
- Technical Support
- Project coordination
- Innovation and Improvement



Languages

- Slovenian: Native
- English: C2 (Proficient User)
- Croatian: C1 (Proficient User)
- German: A2 (Basic User)



Achievements

- Celtra Newcomer of the Year 2022
- Sololearn: SQL, JavaScript, Python, HTML, jQuery, PHP, Java, React + Redux
- Microsoft Imagine Academy: Salesforce, Visio 2013 Knowledge
- Faculty of Economics and Business & KPMG: Basics of SQL
- Udemy: Digital Marketing & Advertising Masterclass