Peter Zupanc

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ABOUT ME

Experienced Web Developer with a strong background in developing and optimizing web applications. Proficient in HTML, CSS, JavaScript, React, 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

Frontend Development

CSS | jQuery | React | HTML | Angular | Javascript | Vue | Typescript

Backend Development

SQL | PHP | Python | MySQL | PostgreSQL | Java

DevOps

Docker | Jenkins | CircleCI

Tools and Technologies

Git | Linux(Ubuntu) | Zendesk | MS Office suite | JIRA / Atlassian | Slack

WORK EXPERIENCE

01/02/2023 – CURRENT Ljubljana, Slovenia
SENIOR TECHNICAL SUPPORT ENGINEER CELTRA D.O.O.

- Answered highly complex tickets on Zendesk, ensuring rapid and effective resolution.
- Wrote code and tests for product improvements, enhancing overall product functionality.
- Suggested and documented new ideas for improvements, contributing to product innovation.
- Improved team workflow using macros and AI projects.
- Built scripts for workflow improvements and workarounds.
- Mentored and managed new hires, reducing onboarding time by 20%.
- Managed client support for EMEA & APAC regions alone for 5 months, maintaining a high satisfaction rate of 95%.
- Solved the majority of cases globally, providing high-quality service and achieving great satisfaction rates.
- Part of the interviewing process, helping to select and onboard new team members.
- Named ROY for my efficiency in handling tasks.
- Ran training sessions for new employees and our clients.
- Coordinated work in the team, prioritised tasks, and delegated work as necessary.

01/05/2022 – 31/01/2023 Ljubljana, Slovenia
TECHNICAL SUPPORT ENGINEER CELTRA D.O.O.

- Answered tickets on Zendesk, certified scroller formats and skins using custom CSS, HTML5, and JS.
- Assisted APAC, EMEA, and NA regions, ensuring consistent support across time zones.
- Troubleshot trafficking discrepancies and rendering issues, leading to improved campaign performance.
- Optimized client campaigns for better load/render rates, resulting in a 15% increase in efficiency.
- Named ROY for best performance as a newcomer, demonstrating exceptional dedication and skill.

01/02/2021 – 30/04/2022 Ljubljana, Slovenia
FULL STACK ENGINEER RESULT D.O.O.

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

01/08/2020 – 01/06/2021 Maribor, Slovenia
WORDPRESS DEVELOPER (STUDENT JOB) BODIFIT

- Designed responsive UX/UI for WordPress sites, enhancing user experience.
- Implemented advanced JavaScript functions using jQuery, adding interactive features.
- Integrated tracking pixels and optimized SEO, resulting in a 15% increase in site traffic.

01/09/2020 – 01/02/2021 Miklavž na drav. polju, Slovenia
WORDPRESS DEVELOPER (STUDENT JOB) ELPRO LEPENIK

- Added products to WooCommerce/WordPress pages, expanding the online store's inventory.
- Optimized the online shop's SEO and overall look, increasing visibility and user engagement.
- Read through technical documentation to offer suitable products, ensuring accurate recommendations.

01/02/2019 – 01/02/2020 Maribor, Slovenia
CUSTOMER SUPPORT FOR SLOVENIAN AND CROATIAN MARKET (STUDENT JOB) E-RAČUNI D.O.O.

- Provided support for over 60,000 customers using a cloud ERP program, maintaining high service standards.
- Customized customer invoices using HTML and CSS, enhancing document presentation.
- Trained new employees and supervised user and technical support, ensuring consistent service quality.

05/02/2019 – 05/07/2019 Maribor, Slovenia
SPECIALIST FOR MARKETING DMS (STUDENT JOB) BUYITC D.O.O.

- Proposed new ideas for DMS advertising, driving creative marketing strategies.
- Created presentations and documentation for DMS advertising, including design and text for prospectuses and leaflets.
- Estimated the budget for advertising campaigns, optimizing resource allocation.

01/08/2018 – 01/02/2019 Maribor, Slovenia
ERP CONSULTANT ASSISTANT (STUDENT JOB) PERFTECH, D.O.O.

- Trained clients on the financial module for the Perftech.Largo ERP solution, improving financial management capabilities.
- Imported data into Perftech.Largo from Excel, ensuring accurate data migration.
- Provided user assistance and familiarization with legal arrangements, enhancing user understanding of the system.

EDUCATION AND TRAINING

01/10/2018 – 19/11/2021 Maribor, Slovenia
MASTERS DEGREE IN ECONOMIC AND BUSINESS SCIENCES Faculty of Economics and Business

Field of study Management and administration │ **Final grade** 8.5 │ **Level in EQF** EQF level 7 │

Thesis The COVID-19 Impact to the Cyber Security in Business Environment

01/10/2015 – 30/09/2018 Maribor, Slovenia
BACHELOR DEGREE IN ECONOMICS AND BUSINESS SCIENCES Faculty of Economics and Business

Field of study Management and administration │ **Final grade** 8 │ **Level in EQF** EQF level 6 │

Thesis Artificial Intelligence in Economy

CERTIFICATES & AWARDS

Sololearn Certificates

- SQL (https://www.sololearn.com/certificates/CT-JJKNSZR3)
- Javascript (https://www.sololearn.com/certificates/CT-1Z7RZGDJ)

- Python (https://www.sololearn.com/certificates/CT-MAJ8JHCN)
- HTML (https://www.sololearn.com/certificates/CT-8F3Q6YZI)
- jQuery (https://www.sololearn.com/certificates/CT-BD1ORZXL)
- PHP (https://www.sololearn.com/certificates/CT-SQDSNR2P)
- Java (https://www.sololearn.com/certificates/CT-HIZN3C5R)
- React + Redux (https://www.sololearn.com/certificates/CT-G3VYTBHM)

Certificate of Salesforce Knowledge

Issued by: Microsoft Imagine Academy (only physical copy)

Certificate of Visio 2013 Knowledge

Issued by: Microsoft Imagine Academy (only physical copy)

Certificate of completed course: Basics of SQL

Issued by: Faculty of Economics and Business and KPMG (only physical copy)

Udemy Certificate of completition: Digital Marketing & Advertising Masterclass - 87+ Lectures

Issued by: Udemy

Link https://www.udemy.com/certificate/UC-836fb2ed-f7e7-4c01-9e8d-d07cb0f20896/

Celtra Newcomer of the Year Award

Awarded to newly hired employee with the best performance throughout the year

LANGUAGE SKILLS

Mother tongue(s):   **SLOVENIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
GERMAN	A2	A2	A2	A2	A2
CROATIAN	C1	C1	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DRIVING LICENCE

Driving Licence: AM
Driving Licence: B1
Driving Licence: B

OTHER

Achievements

- Developed responsive web applications: Successfully built and optimized responsive web applications, resulting in a improvement in site performance and increase in user engagement.
- Created and maintained custom WordPress themes and plugins: Designed and implemented custom WordPress themes and plugins, enhancing website functionality and user experience, leading to increase in site traffic.
- Managed new hires and reduced onboarding time: Streamlined the onboarding process for new hires, reducing onboarding time by 20% through efficient training sessions and comprehensive documentation. Improved team integration and productivity.
- Provided high-quality support: Delivered exceptional technical support, consistently achieving a client satisfaction rate of over 95%. Recognized for outstanding service and named 'New hire of the year'.
- Improved workflows: Helped improve team workflows on many occasions by developing and implementing custom scripts for workflow improvements and creating tools like workloggers.