SEMINA PEKMEZOVIC

SOFTWARE ENGINEERING STUDENT

A software engineering student passionate about developing efficient software solutions.

CONTACT INFO

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Sarajevo, BiH

EXPERIENCE

IT INTERN, Fondacija Mozaik

April 2023 – July 2023

o   Assisted with Tier 1 technical support, handling tasks such as Windows OS installation, laptop refurbishment, and troubleshooting basic issues.
o   Trained new interns in Office 365, developed SOP manuals to streamline IT processes, and contributed to Salesforce integration and telephone line setup to enhance business operations.

LTO ASSISTANT OSCE

September 2022 – October 2022

o   Conducted interviews with different interlocutors and interpreted them, during the Election Observation Mission.
o   Assisted with research and compiling a report on election activities in Sarajevo Kanton and Bosansko-podrinjski Kanton.

ACADEMIC RESEARCH ASSISTANT

October 2018 – July 2020

o   Collaborated with Dr. Matthew Simonson on research examining social networks in periods of conflict, providing translation, transcription, and simultaneous interpretation for interviews in Bosnian/Serbian/Croatian-English.
o   Supported data collection, managed legal documentation, facilitated communication with public officials, and offered cultural insights to enhance the research's depth and relevance.

CUSTOMER SUPPORT AGENT, DDC doo

March 2019 – April 2020

o   Provided customer support for an energy company, assisting clients with billing inquiries, account management, and service-related issues.

VOLUNTEERING

VOLUNTEER, FabLab Sarajevo

May 2021 – September 2021

o   Created a manual for usage of available 3D printers and assisted in translating the monthly newsletter.

VOLUNTEER, Udruženje "Centar za razvoj medija i analize"

March 2022 – June 2022

o   Gained familiarity with state procurement processes, tracked compliance using the organization's systems, and worked effectively in a remote environment.

EDUCATION

BSC IN SOFTWARE ENGINERING

Fakultet Informacijskih Tehnologija – Univerzitet "Džemal Ćelic" in Mostar

SKILLS

o   SQL
o   Web Development (JavaScript, HTML, CSS)
o   Technical support and IT troubleshooting (Windows OS installation, Office 365 training, SOP development)
o   Research and data analysis (interviews, translation, transcription, and election activity reporting)