Slobodan **Todorovic**

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| A Junior Fullstack Software Developer with complimentary background in customer service, IT support and hospitality. Comfortable user of Frontend and Backend Development, skilled in HTML, CSS, JavaScript, Python. Really keen to contribute to tech environment and team. Check out my [GitHub here](https://github.com/todorr92).  **SKILLS**   |  |  | | --- | --- | | * Problem Solving * Critical Thinking * Teamwork * Software Diagnosis | * Technical Documents Comprehension * Communication * Time Management * Accuracy and attention to detail |   **EDUCATION**   |  | | --- | | Diploma, full stack software developer, code institute, Dublin **12/2020** Remote based learning, program is designed to replicate a modern SaaS environment - Slack, Zoom, etc.   * Introduction and use of HTML5, CSS3, JavaScript, Python programming languages. * Libraries introduced and used extensively: Bootstrap, JQuery, Materialize.css. * Databases introduced and used: MongoDB and SQL databases. * Frameworks used: Flask and Django. * Extent use of Git, Gitpod and Github. | | Certificate, Comptia a+, Pitman training, dublin **03/2018**  * Hardware (firmware upgrading, BIOS configuration and diagnosing, CPU installations and socket types, input and output devices). * Networking (cable types, IP addresses, protocols, hub, switches, routers). * Hardware and network troubleshooting (common problems and troubleshooting tools). * Windows OS systems (installation, configuring).  high school diploma, computer technician, Beli Manastir, Croatia **05/2011**  * Completed a 4-year vocational study program. * The study covered basics of computing science, electronic circuits, digital electronics, computer hardware and systematic program support. * Qualified to work with desktops, laptops and mobile devices, repairing software and hardware components. | |

**certificates**

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| UDEMY  * C# Basics for Beginners - December 3, 2018. * Build Responsive Real World Websites with HTML5 and CSS3 - December 9, 2019.  SOLOLEARN  * SQL – January 4, 2021. * Python – January 3, 2021. * JQUERY - August 10, 2020. * JavaScript - May 23, 2020. * CSS - December 2, 2019 * HTML - June 19, 2019. * C# - June 6, 2018. |

**EXPERIENCE**

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| UPS – united parcel services ltd ireland02/2019 – 06/2020Technology support specialist  * Configured hardware, devices and software to set up work stations for employees. * Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team. * Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions. * Managed customers' expectations of support and technology functionality in order to provide positive user experience. * Installed, modified and repaired software and hardware to resolve technical issues. * Trained and supported end-users with software, hardware and network standards and use processes. * Provided on-call or on-site support for critical (SEV-3, SEV-5) issues related to Users/Customers equipment and Software. |
| 11/2018 – 02/2019Discounts administrator  * Using multiple formulas and macros in Excel. * Examination of large files received by customers in order to find discrepancies and processing corrections by applying various incentives for preferred customers. * Accurately processing any high adjustment calculations and resolving escalation cases forwarded from my managers and other departments as well as creating files and reports for direct feedback to customers, account executives and credit controllers.  06/2018 – 11/2018genereal billing associate  * Fully investigating, resolving queries and raising adjustments in a timely and professional manner. * Post analysis of invoices to ensure all fees being charged correctly according to customers account conditions * Providing training for country specifics and supervising quality and accuracy of communication with clients via emails and phone. * Completing a certain amount of weekly/monthly administration tasks, including workload distribution for several teams within the company. * Resolving escalation cases forwarded by managers and other departments.  Sheldon park hotel04/2016 – 06/2018restaurant SUPERVISOR  * Effectively scheduled and allocated assigned team in alignment with operational and customer needs. * Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business. * Coordinated with kitchen employees and front of house personnel to consistently drive smooth operations. |

**HOBBIES**

**1. Video Games**

Video games are often thought of as a source of entertainment that provides no good value, but they are like a workout session for the brain and can help in improving mental fitness. They can be educational and inspirational looking at great graphic design and effects - makes you admire the time and team effort invested in creation of ultimate gamers satisfaction. Video games often force us into thinking our way around an obstacle and help us to get better at critical thinking.

**2. Hackathon**

While working on my quiz game for Milestone Project 2 in JavaScript, Code Institute organized Hackathon for all students who were willing to participate. It was my first event of that kind where I could see how my future collaboration with colleagues would look like. Even on tight deadline we all enjoyed, and I will attend few more in future.

**3. Cooking**

Cooking requires skills such as organization, patience, diligence and good time management. It awakens many senses and can be a great release of endorphins.

**4. Football**

Football is one of the most popular sports in the world, so it is no surprise I was caught by its magic. Ever since I was kid, all my friends and myself were almost every day on concrete school pitch playing 5 or 6 aside, until eventually we started training together for the local club. This gave us amazing teamwork and also quite a lot of discipline. Even though now we all live in different parts of country and lead different kinds of life, we all still enjoy in this game, even if it's not professionally anymore.

**5. Duolingo / Learning new languages**

I developed interest for languages while travelling around European countries. Being familiar with local languages opens the door to better communication and stronger personal experience of country cultures.