TOMISLAV SOKAC

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SUMMARY

A detail-oriented professional with a passion for service in the information technology industry. Skilled in a wide range of desktop applications, their uses, and how to maintain and repair them. Expert interpersonal communicator who is not satisfied until the user is satisfied.

Utilize superior communication, leadership, team collaboration, staff training, and time management skills to build consensus across relevant parties and drive business success. Experienced in all project phases using Agile and Scrum methodologies. Able to plan and lead full project life cycles. Excellent presentation and communications skills.

TECHNICAL SKILLS

Development Tools: HTML, CSS, Bootstrap, JavaScript, Angular JS, React JS, jQuery, Node, JSON, SASS

Applications: Photoshop, Illustrator, InDesign, Office 365 Admin Console, SCCM, Active Directory, TeamViewer, Cisco WebEx, Qlikview Management Console

Networking: CMD, FileZilla, Cisco Jabber, Skyp for Business, MS Teams, Git, Cisco AnyConnect Secure Mobility Client

OS: Windows 7, Windows 8, Windows 10, Windows Server 2008 R2, Windows Server 2012

PERSONAL PROJECTS

Tomislav Sokac Web Portfolio	URL: https://www.tomislavsokac.com
Nexter – Your home, your freedom	URL: http://res-nexter.herokuapp.com/
Trillo – Your all-in-one booking app	URL: http://res-trillo.herokuapp.com/
*Natours	For adventurous people*	URL: https://res-natours.herokuapp.com/
"GEORGIA" Restaurant	URL: http://res-georgia.herokuapp.com/
New Ireland Life – Travel Guide	URL: https://www.newirelandlife.com

WORK EXPERIENCE

COMPANY: Exertis, Dublin, Ireland - URL: https://www.exertis.ie/   **Jan 2020 – to present**
POSITION: *IT Operation Specialist*

    DUTIES:

- Dsigned and updated layouts to meet usability and performance requirements.
- Created form using HTML5 and JavaScript to collect and validate data from users, which improve the completion rate by 55%.
- Pinpointed user experience issues to devise targeted suggestions for creating a cohesive user experience.
- Monitoring, testing, and scheduling updates on PrestaShop platform for open source e-comerce solutions.
- Monitoring up to 20 VM's on VMware vSphere Console.
- Managing user's profile, accessibility, licenses with Cisco Webex Admin Control Hub console.
- Creating, modifying, and maintaining Distribution Groups, contact, resources, permissions, user roles, etc. in Microsoft Office 365 Admin Centre.
- Perform system software upgrades, testing, and coordination with the necessary configuration.
- Managing user add-ins in Outlook such as Salesforce, Cisco Webex Meetings, MS Teams, etc.
- Customer service user desktop support with the internal Help Desk system using TeamViewer for remote support.
- Users management across different systems and applications with VPN access for worldwide support.

COMPANY: BNP Paribas, Dublin, Ireland - URL: https://group.bnpparibas/en/   **Apr 2019 – Jan 2020**
POSITION: *Desktop Support Engineer*

DUTIES:

- Project member for the Windows 10 migration process using Image drive to build Working stations (PC), Mobile units (Laptop) directly connect with the user hostname.
- Checking and adjusting the hardware specification of the device according to the user usage and profile.
- Adjusting BIOS set up per device according to the company requirements for successful Windows 10 installation.
- Implementing device physical (MAC) address directly to the company network scope.
- Ensuring registration of new Windows 10 install device throughout Active Directory for account creation, use, enabling and disabling.
- Supporting users with the first login form Windows 7 to Windows 10 device with necessary software installation according to user SDG profile.
- Using SCCM Software package deployment to directly push-to-install software on the user devices with admin permissions.
- Backing up and importing IE bookmarks form Windows 7 profile to Windows 10 for each user.
- Remotely accessing workstations using Goverlan Reach Console for registration, installation, and software updates on Windows 10.
- Daily conference meetings with international teams for providing outstanding user support.

ACHIEVEMENTS

Successfully migrated over 600 users before 6-month deadline at four locations. Speed up issue resolving process by creating a precise list of engineers and field experts for reaching the accurate person for the job. Created special templet for users to report any possible future issue before Windows 10 migration. Successfully set up MacBook Pro OS X system adjustments in BNP Paribas for the innovation lab team.

EDUCATION RELAVANT TO EXPERIENCE

Springboard at Code Institute - SB2008FS-ON – Diploma Full Stack Software Development Level 8	*Sep 2020 – on going*
Udemy – UC-0R8PP9DZ - Advance CSS – Grid - Flexbox – Certificate	**Oct 2019**
Udemy – UC-GD4CICQ8 - SASS (CSS Pre-processor) – Certificate	**Apr 2019**
Udemy – UC-75UYCA3 - Full Stack Developer – Certificate	**Mar 2019**
Udemy – UC-G19YIU5A - Photoshop-Web Design – Certificate	**Feb 2019**
Udemy – UC-CGHKHNRP - Windows Server 2019 – Windows 10 Pro – Certificate	**Sep 2019**
University of Zagreb, Croatia - Bachelor's Degree in Computer Science (B.C.S.)	**Sep 2009**