

TOMISLAV SOKAC

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GitHub: github.com/tsokac2

SUMMARY

Front End developer developing personal user Interface applications and professional Web applications with modern web development stack; ReactJS, NextJS, Sass, and Chakra UI.

Skillful in Python and Django framework and highly experienced in REST API code debugging through research, testing, and discovery of Reddit, Stack Overflow, and MDN Docs.

A strong communicator, organized, can read between the lines to understand business needs and prioritize work accordingly in high-pressure environments.

Code Institute diploma in software development recipient including Microsoft Azure AZ-900 certification.

WORK EXPERIENCE

API Support Technician II

Meta - Technology, Information, and Internet

Mar 2022 - Present

RESPONSIBILITIES

FOCUS Testing Cloud API and On-Premises API with Postman, SoapUI, and Advance Rest Client.

Analyze "container log files" - Coreapp & Webapp logs, customers complete API payloads(request and response), and webhooks in the personalized sandbox.

Continually seek ongoing improvements for the applications that the business supports, experimenting with custom JavaScript tests and different cURL(Client URL) requests and responses.

Working in close liaison with cross-functional teams (XFN) regarding enhancement bugs capturing, beta deployments, and tracking critical customer case resolution process.

SUPPORT Identify and resolve B2B requests/questions or incidents using relevant knowledge base(KB) tools or other technical resources.

Multitask and prioritize, following a case from first contact through due diligence, triage, escalation, and resolution.

Provide white-glove support to EMEA WA/EMS/IG Businesses platform systems administrators such as IT professionals or web developers to ensure a high level of customer service.

A team player participating in a rotating on-call schedule throughout the month with a "get it done" attitude.

REPORTING Collaborating and on-ongoing cross-training with other team members is a key to efficiency and sharing workload and application knowledge.

Acting as a trusted advisor to partners in developing and prioritizing comprehensive, data-driven tool improvement requests and raising core problems to cross-functional partners.

Meet or exceed daily performance metrics related to key performance indicators SLA, Response Time, and CSAT.

PROJECTS Write and collaborate with technical peers in 1:1 shadowing "get-together" sessions.

Develop, manage, and contribute content, workflow-related opportunities, and documentation to the internal KB Database.

Plan, manage and develop NextJS apps based on the internal KB database structure.

Expand internal DB with custom responses (CR) to advance communication between cross-functional teams (XFN) end clients.

IT Operation Support Specialist

Exertis Global Operations, Ireland

Jan 2020 - Mar 2022

RESPONSIBILITIES

- REPORTING** Control incremental, weekly, and monthly backups with Veeam Backup & Replication software.
Monitoring health, applications, connectivity, and security for users' IT assets via Lansweeper.
Update and maintain detailed external and internal IT documentation.
- SECURITY** Symantec Endpoint enrolment with a redistributable package for Windows and Mac devices.
Sophos enrolment with redistributable installation package for Windows devices.
Importing and creating default or custom security policies.
- SUPPORT** Assist with new hire onboarding and training curriculum.
Walk users through problem-solving processes.
Respond to queries via email, MS Teams, or the Freshservice ticketing system.
Supervise users for MFA configurations with personal or company mobile devices via OKTA.
- SaaS** O365 Admin licensing control, SharePoint orchestration, Teams channels collections management.
Generate DL lists, and shared users' mailboxes delegations with the Exchange admin center.
MobileIron Android and iOS mobile device security container configuration and control.
vSphere - VM's control and monitoring - Disaster recovery testing.
- PROJECTS** Troubleshoot IT scripts, systems, or automation.
SAP transports requests deployments with the JIRA tracking process.
Supervising weekly e-commerce store deployments for testing, staging, and production cycles.

Desktop Support Engineer

BNP Paribas, Ireland

Apr 2019 – Jan 2020

RESPONSIBILITIES

- REPORTING** Stand-up session review and planning for Windows 10 migration project target 600+ users.
Daily migration targets according to available resources including HVD and HP G5 EliteBook.
Monitoring Windows 10 pre-build Imaging process and reporting accordingly.
Remote collaboration with central IT operation office regarding new system updates.
- SUPPORT** Operational efficiencies by streamlining and automating routine work tasks in conjunction with ServiceNow.
Application updates, licenses, and subscription configurations for Adobe Creative Cloud.
Remote support via Goverlan Reach Console after successful Windows 10 migration.
- PROJECTS** New workstations build scope control and MAC address implementation and configuration.
Supervising and managing user HVD profiles migration from Windows 7 to Windows 10.
Application migration respectfully from Windows 7 to Windows 10.
Configuring Bloomberg workstation according to company standards and regulatory compliance.

Merchandising Assistant

LEMAP Ltd – Innovators in Fashion

Nov 2016 – Apr 2019

Team Lead - Department of Activities

Melia Hotels International

Jun 2010 – Oct 2016

TECHNICAL SKILLS

DEVELOPMENT

Languages: HTML, CSS, Sass, JavaScript, TypeScript, Python, SQL

Frameworks: ReactJS, NextJS, Chakra-UI, Angular JS, Django, Flask, Jasmine, Bootstrap

Network: GitHub/Git, WinSCP, FileZilla, JIRA

Cloud: WA Business Cloud API, S3, AZ Web Services, MongoDB, Stripe, Heroku, GCP

Applications: Photoshop, Illustrator, Visual Studio, Visual Studio Code, Atom, Balsamiq

SUPPORT

Network: Freshservice Helpdesk, Teams, TeamViewer, Slack, Zoom, Cisco AnyConnect, Webex

Cloud: OKTA, O365 Admin Console, VMware, Azure, Sophos, MobileIron Go, Adobe Admin

OS: Windows 11, Windows 10, iOS, Android, Windows Server 2012, Windows Server 2019

Applications: Active Directory, Lansweeper, Veeam B&R, SAP, CMD, RDP, Server Manager, SCCM, PowerShell

EDUCATION

UNIVERSITY	Code Institute	SB2008FS	Diploma in Software Development	Aug 2021
	University of Zagreb, Croatia	PITUP-34507	Degree in Computer Science (B.D)	Dec 2009
MICROSOFT	Microsoft Certification	H939-1488	AZ-900 Azure fundamentals	Aug 2021
UDEMY	Udemy Certificate	UC-854CEE1F	ReactJS - Hooks - Router - Redux	Jun 2022
	Udemy Certificate	UC-0R8PP9DZ	Advance CSS – CSS Grid - Flexbox	Oct 2019
	Udemy Certificate	UC-GD4CICQ8	SASS (CSS Pre-processor)	May 2019
	Udemy Certificate	UC-75UYCA3	Full-Stack Developer	May 2019
LINKEDIN	LinkedIn Learning	AF52519B3F	Postman Essential Training	Apr 2022

WEB PROJECTS

STUDY	NewIrishLife-3-0	Python, JS, SASS, Google API, Email JS, MongoDB	GitRepo
	Nexter	SASS, jQuery, CSS Grid, Flexbox	GitRepo
	“Georgia”	SASS, jQuery, CSS	GitRepo
PUBLIC	Portfolio	Angular JS, SASS	GitRepo
	Showreel TsR	JavaScript, CSS	GitRepo
	New Ireland Life	JavaScript, CSS	GitRepo