**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, Angular JS, JavaScript, E6, jQuery, Node, JSON, SASS, RESTful

**Applications:** Photoshop, Illustrator, InDesign, Premiere Pro, Visual Code, Atom, MS Office, SCCM, Active Directory

**Networking:** CMD, FileZilla, Google Analytics, Google AdWords, Google Docs, Facebook Ad Manager, Git

**OS:** Windows 7, Windows 8, Windows 10

**WORK EXPERIENCE**

**COMPANY:** BNP Paribas, Dublin, Ireland - URL: <https://group.bnpparibas/en/> **Apr 2019 – to present**

**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.
* SCCM Software package deployment and troubleshooting.
* Remotely accessing work stations for registration, installation, and software updates on Windows 10.
* Ensured efficiency throughout Active Directory account creation, use and disabling.
* Daily conference meetings with international teams for providing outstanding users support.

**ACHIEVEMENTS**

Successfully migrated over 500 users before 5-month deadline at three 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.

***Organizational skills included:*** *Developing Strategies, Creative Thinking, Reviewing, Reporting, Research, Teamwork, Scrum*

***Technical Skills included:*** *MS Excel, MS Word, MS Outlook, Photoshop, Illustrator, InDesign, Agility Pro-Manager*

**COMPANY:** LEMAP Ltd – Innovators in Fashion, Dublin, Ireland - URL: <https://diesel.ie/> **Dec 2017 – Apr 2019**

**POSITION:** *Merchandising Assistant*

**ACHIEVEMENTS**

Construct special new stock labels layout concept for faster replenishment process. Present to the higher management and develop new email templates for more efficient and accurate communication with dependable suppliers. Declared the best employee of the year 2016 according to the online customer questionnaire.

***Organizational skills included:*** *Developing Strategies, Creative Thinking, Reviewing, Reporting, Research, Teamwork, Scrum*

***Technical Skills included:*** *MS Excel, MS Word, MS Outlook, Photoshop, Illustrator, InDesign, Agility Pro-Manager, Windows 7*

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**COMPANY:** Melia Hotels International, Croatia - URL: <https://www.istraturist.com/> **Jun 2010 to Oct 2016**

**POSITION:** *Team Manager – Department of Activities*

**ACHIEVEMENTS**

Implementing a unique and advanced weekly schedule for team members with an impressive result of reduced cost by more than 15% on an annual basis. Ranked in the top 5% of employee performance for 3 years running. Declared the best employee of the season 2014 according to the criteria of booking.com.

***Organizational skills included:*** *Goal Setting And Meeting Goals, Decision Making, Team Management, Project Management, Making Schedules, Problem Solving, Team Leadership, Multitasking, Scrum, Agile*

***Technical Skills included:*** *Windows 7, MS Excel, MS Word, MS Outlook, Photoshop, Illustrator, InDesign, Windows 7*

**PROJECTS**

**PROJECT:** *RGC – Redefined Global Concept LTD* - URL: <https://www.rgconcept.co.uk> **Aug 2017**

**OBJECTIVE:** Format web-base-presentation for the establishment of reaching potential B2C investors.

Emphasize the value of the company goals regarding future expansion and growth.

**DESIGN PROCESS ASSIGNMENTS**

* Logo planning and development base on client business intention.
* UX composition and development process.
* Products and services description scripting through SEO implementation.

***Applications included:*** *Photoshop, Illustrator, InDesign, Visual Code, MS Excel, Grammarly APP*

***Development Tools:*** *HTML, CSS, Bootstrap, Angular JS, JavaScript, jQuery*

**PROJECT:** *New Ireland Life – Travel Guide* - URL: <https://www.newirelandlife.com> **Jan 2017**

**OBJECTIVE:** See in to, write, web-format and publish a unique Irish manual travel guide.

Main concentration, market and language centralization to Croatian audience.

The composition of flawless UX for most effective "teach-yourself" progress.

**DESIGN PROCESS ASSIGNMENTS**

* Progress steps planning and development base on end-user experience.
* UX composition and development process.
* Implementation of third-party connections (Recruitment Agencies).

***Applications included:*** *Photoshop, Illustrator, InDesign, Visual Code, MS Excel*

***Development Tools:*** *HTML, CSS, Bootstrap, JavaScript, jQuery*

**EDUCATION**

###### *Udemy - Global marketplace for learning and instruction - SASS (CSS Pre-processor) – Certificate* Apr 2019

###### *Udemy - Global marketplace for learning and instruction - Full Stack Developr – Certificate* Mar 2019

###### *Udemy - Global marketplace for learning and instruction - Photoshop-Web Design – Certificate* Feb 2019

*Bachelor’s Degree in Computer Science (B.C.S.)* | University of Zagreb, Croatia **Dec 2009**