VUKAN MRVALJEVIC

FRONT-END SOFTWARE ENGINEER

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PROFILE

Solutions-oriented Front End Developer with a strong commitment to collaboration and problem-solving.Committed to a High Standard of User Experience and Usability. Areas of expertise include React, JavaScript, Bootstrap, Git/GitHub, and HTML/CSS. Possesses cutting-edge Programming expertise and exceptional Interpersonal skills that enhance UI/UX Front-End Development.

PROFESSIONAL EXPERIENCE

STRIVE TECH   **Seattle, Washington**
Customer Support Manager (Remote)   **September 2020 – August 2021**

- Spearheaded Salesforce, HeyMarket, and ClickUp integration, leading to a 30% increase in efficiency and 15% increase in Customer Retention.
- Executed and Implemented 20+ Seminars to train Sales and Customer Support Team members on new Software and Best Practices.
- Resolved 100+ concerns with Products or Services, including In-Person Software Troubleshooting, resulting in a 20% increase in Customer Retention.
- Piloted Process Improvement and Problem-Solving efforts to create Standard Procedures and Escalation Policy for Customer Support Team.
- Partnered with Sales Team members to Evaluate Processes and Improved Integration of Post-Sales Assistance.

DOMEN HOLDING CO.   **Manhattan , NY**
Assistant Project Manager   **March 2016 – July 2020**

- Partnered with building owners and management to efficiently resolve 10,000+ tenant issues in order to maintain quality and customer satisfaction.
- Design and developed and improved staff workflow system specified to individual abilities and production targets that caused 20% increase in productivity.
- Maintained building budget of $50K+ for planned Project Resources by assigning staff and purchased materials for lifecycle of 100+ maintenance projects.
- Developed Techniques to Streamline Building Installation & Improvements Processes which increased the overall efficiency by 30%.

TECHNICAL PROJECTS

ELEMENT   **July 2021 - Present**

- Designs & Develops Responsive Web Application for Users interested in keeping up to date with regard to weather conditions.
- Highlights Restaurant and Activity recommendations based on Weather Conditions and Location, as well as implementing User saved Locations.
- Designs & Implements a Dynamic and User-Centric Front-End Application utilizing React-Redux, React-Hooks, and Material UI.
- Implements real-time updating Image Feature dependent on Weather Conditions, Carousel Displaying 10-day Forecast and Attire and Equipment.

ENSERIA   **January – February 2021**

- Developed User centric Front-End experience for users of All Ages utilizing React, React Hooks, and Material-UI.
- Prospective improvements include providing Users with curated Movie and Series recommendation based on previously watched Content.
- Accessed and utilized Live-Updating External Movie API using Axios and displayed over 300K Movies and Series throughout the Web Application.
- Implemented Pagination, Search Bar, Image Carousel, and Secure Authentication utilizing Firebase's Authentication Functions.

PANDEMIA   **July 2020**

- Developed intuitive Web Application utilizing Front & Back End Software Tools in order to enhance the User Experience for Senior Citizens and at Risk Population using React.
- Implemented and retrieved Real-Time Data updating from an External API utilizing Axios for optimal User Accuracy.
- Optimized User Experience by including Live-Updating Statistics Map on Global Infection & Recovery Rates Web Application features.

EDUCATION & CERTIFICATIONS

Borough of Manhattan Community College	Multimedia Programming and Design, A.S	**August 2019**
General Assembly	Software Engineering Immersive Program	**September 2020**

TECHNICAL SKILLS & SOFTWARE TOOLS

- JavaScript
- TypeScript
- HTML / CSS
- Node.js / React.js
- Bootstrap
- Git / GitHub

- Responsive Design & Mobile Websites
- Performance Testing, Load Testing
- UI & UX Enhancements
- Website Optimizations
- Usability & A/B Testing
- RESTful API Development

- Adobe Creative Suite
- IT Infrastructure: CRM
- Logistics Management
- Strategic Planning
- Project Management
- Personnel Training & Development