Zvonimir Jović

Web Programer

Experienced IT and Customer Support professional, with demonstrated success serving a wide range of clients in Communications, Finance, Event Management, Marketing and SaaS technologies.

Demonstrated competencies include:

Highly adaptable and proficient self-learner in fast-paced, dynamic environments.
Efficient remote worker with exceptional communication skills.
Proficient self-starter and collaborative partner.
Commitment to exceeding customer expectations.
Strong attention to detail, care for UX, an understanding of information hierarchy and an eye for good design.

Work experience

09/2016 - present

Litax - **Frontend developer / Owner**

- Designed and managed e-commerce, Wordpress websites, blogs, design logos, catalogs, packaging, and marketing collateral
- Integrated social media applications on web sites and blogs
- Created interface designs for integration into web applications
- Communicated directly with clients to establish project parameters, wrote proposals for design work, analyzed competitor web sites, determined web site content, produced site maps for client approval, and communicated progress with client throughout length of project
- Maintained client websites on an ongoing basis
- Provided internet related services including web site design, front-end web development, domain name registration, web hosting, search engine optimization / submission
- Workflow tools included: HTML5, CSS3, Bootstrap, JavaScript, jQuery, VUE, Webpack, Git, Adobe suite

09/2016 - 06-2017

Ronin Agency - **Designer / Frontend developer**

- Worked in an agency environment on the front end in a wide array of custom small-to- medium size projects using HTML5, CSS3, and JavaScript
- Developed and maintained the frontend functionality of websites and web applications
- Wrote cross-browser compliant code
- Participated in consultations with clients to clarify their needs
- Wrote technical documentation and manuals for clients and team members

09/2013 - 10/2016

EOL Solutions - **IT Lead / Operations and CS Management**

- Responsible for overall IT infrastructure product development, customer delivery and support for a product present in over 15 countries all over the world
- Managed, coordinated, and oversaw events and smaller international teams (5 – 10 people)
- Designed and written documentation for a customer registration app for a worldwide Dance Competition https://dancestar.org/ that handles over 50000 registrations per week at its peak

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Personal info

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Soft skills

Communication — Expert

Motivation — Expert

Problem solving — Expert

Fast learner — Expert

Collaboration — Expert

Skilled with:

HTML5 — Expert

CSS3/UX — Expert

JavaScript — Intermediate

jQuery — Intermediate

VUE — Beginner

Adobe Suite — Intermediate

Familiar with:

PHP, Laravel, MySQL, Bootstrap, Tailwind, Bulma, Wordpress

Languages

ENGLISH — C1

CROATIAN — C2

- Designed and developed several websites for EOL Solutions and Dancestar brand
- Ensured ongoing customer support by: coaching other employees and contractors, implementing organizational processes, helped to develop, test, iterate and refine CS team processes

10/2011 - 09/2013   Hrvatski Telekom - **Senior Customer Support Specialist**

- Took inbound calls, dealt with technical and financial questions efficiently and effectively and input data into company IT system consisting of 6 – 8 applications, depending on the type of question
- Quantified customer feedback to help the company improve their products, services, and procedures which resulted in better customer experience
- Troubleshooting activities for customers' software and hardware internet connectivity issues
- Worked to ensure all individual and team targets were met
- Assisted in training new team members

03/2009 - 11/2011   Freelance - **Web and graphical designer**

- Worked with various clients through Freelancer.com, and word of mouth, to perform anything from minor alterations to entire site redesigns
- Communicated effectively with customers seeking professional websites, establishing project scope, interaction guidelines, and project timelines
- When needed, managed additional contracted developers and designers to complete the project per agreement with the client, often under tight deadlines thus demonstrating ability to work under pressure and to consistently deliver projects on time
- Won customers' confidence with achieving set goals within the agreed parameters, establishing a mutually beneficial relationship

Education

2010 - 2014   University of Rijeka, Faculty of techical studies - **Computer Science**

Certification

2009 - 2010   Adobe - **Certified Web Designer**