Armin Krndžija

Sarajevo, BiH

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WORK EXPERIENCE

Shop Circle / HulkApps — Sept. 2023 - present

Lead Support Engineer — *Sarajevo, BiH*

- Manual integrations of our apps in collaboration with our integration team
- Addressing and resolving complex merchant support tickets and queries
- Develop fixes and new app features based on feedback, along with documentation
- Creating new app integrations with 3rd party apps.
- Researching and developing possible new features, documenting and reporting to supervisors and product team.
- Onboard and mentor any new team members.

Support Developer — *Sarajevo, BiH*

- Assisting clients in integrating our in-house built Shopify applications and extensions
- Creating original source code and performing testing and code optimization following industry standards
- Identifying and resolving issues, bugs, and errors related to functionality, performance, and user experience
- Collecting and analyzing data about application performance, errors, security, and user satisfaction.

Webhelp BH — Sept. 2022 - Aug 2023

Technical Support — *Sarajevo, BiH*

- B2B department on the Epson project
- Providing technical support to users of Epson products such as printers, scanners and video projectors
- Pre-sales support and provision of product information
- Sales support and arrangements for in-warranty or out-of-warranty products
- Data entry, technical and complaint escalations in Microsoft Dynamics

M+BH — Sept. 2021 – Aug. 2022

Junior agent - customer support — *Sarajevo, BiH*

- Helpling project
- User support, communication with users via email, sms and inbound/outbound calls
- Receipt of appointments, control of appointments, complaints, applications, data management in the backend
- Recruiting newcomers to the platform
- Identification of newcomers using the Onfido application

JOMAX d.o.o — Aug. 2020 – Feb. 2021

Administrative worker — *Zenica, BiH*

- Administrative jobs
- Processing and archiving of data, acts and documents
- Receiving, processing and sending mail and parcels

EDUCATION

Prva gimnazija   **2014 – 2018**

Diploma - Social studies   *Zenica, BiH*

CERTIFICATIONS, SKILLS AND INTERESTS

- **Certificates/exams:** Professional administrative exam
- **Foreign languages:** German - C1, English - C1
- **Skills:** HTML/CSS/Javascript, git, Shopify Liquid, Microsoft Office, driver's license category B
- **Interests:** web development, Linux, building computers, electronics, indoor climbing