



IGOR JOVANOVIĆ

Technical Account Manager

An experienced professional services/customer success consultant with full-stack capabilities and a proven track record in the engineering and architecture of modern big-data solutions as well as customer care and relations.



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The Netherlands



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NATIONALITY

Serbian
Dutch (no visa or work permit required)

EDUCATION

Vrije Universiteit Amsterdam
MSc of Finance (minor econometrics)
(GPA – 7.5)

The University of Belgrade, Faculty of Economics
BSc Hons. Finance, banking, and insurance (GPA - 9.18)

LANGUAGES

Proficient: • English (TOEFL iBT test score 98/120) • Serbian

Intermediate: • Dutch (B1)

EXTRACURRICULAR ACTIVITIES

- AWS Cloud practitioner certificate
- “Building XQuery applications with Marklogic” seminar 21.02 – 24.02.2018, Den Haag

SKILLS

- **Customer-related skills:** Years of experience in **professional services and customer success** teams in some of the most innovative databases providers of today, where I work as a trusted advisor of the large customers on resolving a spectrum of complex problems, both on-prem and on the cloud

- **Organizational skills:** Excellent organizational and time management skills, strong analytical skills, responsible, peigorsistent, creative, able to work within time-sensitive deadlines and under pressure, operates well in the multicultural work environment

- **IT Skills:**

Redis Server (all components), MarkLogic Server with all its components and functionalities inclusive architecture (Pipelines, APIs, ETL processes) and solution engineering;

- Advanced skills in the following programming environments– XQuery, XPath, JavaScript, PHP, Python, Java, MySQL, NoSQL, NativeScript, VBA, Stata, MS Access, R

- Web-based programming/scripting languages: HTML, CSS, React, VueJS, Angular;

- Editors: Notepad, Sublime, Atom, Visual Studio Code, IntelliJ, Sublime, Eclipse;

- CI/CD: Git, SVN, Gradle, Maven, Jenkins, BitBucket, REST services, ODBC, Apache NiFi, Swagger API, SoapUI, XLDeploy, Batch processes, Data streaming, controlM;

- Data analytics: Power BI, Tableau, Microstrategy, Qlik, Knowi;

- Data structures/sources: JSON, XML, CSV, XSD, TDE Schemas, XSLT, semi-structured, unstructured data sources, Oracle MySQL, MarkLogic & DHF/DHS

- Emerging technologies: AI and machine learning, ETL, Pipelines, Cloud computing & cloud technologies, AWS & Azure;

- Security: Kerberos, LDAP, ActiveDirectory;

- OS: Linux (RedHat/SuSE/Ubuntu), Windows, macOS;

- Other platforms/software: WordPress, IBM Connections + Lotus Notes, Confluence, Cascade, SharePoint, Jira, SSH/FTP;

- **Driving license:** A, B

- Conference and workshop on machine learning and AI by GOOGLE (November 2017)

- First monetary prize (among 30 participants selected by top GPA score criterion) in order book-based trading exercise (June 2016)

- First prize, International Economic Student Summit 2015 (October 2015) Case Study „Youth Friendly Banking Products“, sponsored by Vojvođanska Banka (National Bank of Greece)

- Seventh place of 50 teams, Ernst & Young (Dec 2014) Case Study: „Learn Today Lead Tomorrow“

- First place, Professional Competition (April 2014) „How to initiate Serbian Economy“, Faculty of Economics University of Belgrade

- Student Parliament (2011-2012)

PERSONAL INTERESTS

- **Charity IT teacher at Unie Van Vrijwilligers Rotterdam**

- Full marathon - 42KM - (the best time 04:10:11)

- Half-marathons - 21KM - (the best time 01:50:52) and mountain running

- Played soccer for a local football club – FK Napredak (2003-2010)

- Three years of karate training

- Red Cross blood donor and a member of Association of emergency situations (floods, etc.)

- Chess

WORK EXPERIENCE

Technical Account Manager – Redis |

2021 - Present | London, UK

In the **customer success team**, I work with clients on their software-related questions and problems including technical troubleshooting, onboarding, QBRs, as well as architectural questions, optimal sizing, modules solutions, and others. Within this role, I cover most of the Redis offerings (on-prem, cloud) from both a technical perspective as well as finding a way to communicate technical details in a way that the customer understands and can act on. Trusted advisor-based role.

Principal IT Consultant – MarkLogic |

2019 - 2021 | Utrecht, NL

Working on the clients' projects within the **professional services team**, by providing the development, solution architecture services as well as the education and training of the internal team. Exposure to the international work environment and common travels to the destination of the clients. Full-stack programming scope with strong team-lead, architectural, and planning capabilities.

- Project: ABN AMRO Bank - Trade Store (Amsterdam)

- Team lead role of the internal and external consultants
- Developed new data flows on DH5.x and ML10.x to accommodate the new data sources
- Contributed to the engineering of CI/CD pipeline

- Project: Credit Suisse Bank (Switzerland) – term 2

- Lead role of the team of 10+ internal consultants and the test team
- Impact analyses of the critical upgrade DH4.3.2 DH5.4.3 and ML 9.x to ML10.xs
- External authentication troubleshooting and fine tuning to match the upgrade platform requirements
- Successful upgrade to DH5.4.3 and ML10.x in accordance with the suggested approach

- Project: APG Pension Fund (NL)

- Tech lead role in the name of MarkLogic
- AMDP/RDS regulatory reporting custom applications project
- Cluster performance and optimization analysis including the reporting on the weak points
- Engineered and implemented a reconciliation system to track the queue status of the data processing

- Design and implementation of custom TDEs and numerous REST services that supply the UI with the data
- Pool size and performance optimization
- Critical defects resolution
- Developed and implemented multi-application environment deployment
- Application security analysis and security Matrix construction
- Python and R PoC for the stock prices analyses for the trading sector
- Internal team education, onboarding, and training

WORK EXPERIENCE

- Project: Credit Suisse Bank (Switzerland) – term 1

- Contributed to Data Hub Framework 4.x project
- Built additional REST service in accordance with the regulatory requirements
- Helped troubleshoot and pinpoint MarkLogic Server performance issues

- Project: Smith & Nephew (UK)

- Lead role within the Inbound data team
- Built ingestion and harmonization flows for Data Hub Framework
- Engineered the data pipeline including NIFI flows
- Impact analysis of migration from MarkLogic Data Hub Framework 4.x to MarkLogic Data Hub Framework 5.x
- REST APIs architecture and Swagger documentation
- Implemented custom REST services on the backend
- Internal team education about MarkLogic Server

IT Development Engineer – ABN AMRO Bank | 2018 - 2019 | Amsterdam, NL

- An internal lead of the project
- Data warehouse project based on MarkLogic DataHub Framework
- Assisted in building the complete solution including the architectural overview and the solution refinement/selection
- Helped with the pipeline building via NIFI and the data orchestration (ETL)
- Engineered and implemented REST services and ODBC connection so that the data can be accessed via PowerBI
- Proof of concept of LDAP and MarkLogic external security
- Data Hub Framework 4.x to 5.x migration PoC

Data Quality Engineer – ABN AMRO Bank | 2017 - 2018 | Amsterdam, NL

- Worked closely with TFS top management team on resolving critical data problems
- Built an internationally used VBA application for collecting the data from foreign branches for management reporting purposes
- Developed VBA/SQL application for writing the transaction data to the database based on the requirements from DNB (DNB - De Nederlandsche Bank)
- Created TrendAnalysis tool for automatic tracking clients' income statement and balance sheet positions over time

WORK EXPERIENCE

Web Developer – Fiverr Freelance | 2008 - present

- Programmed and developed dozens of websites/applications across various web platforms
- Vast experience with web shops and payment methods implementation (Adyen, Mollie, Stripe)
- 700+ positive reviews from international clients available at <https://www.fiverr.com/igordr>
- Average rating: 5/5

Web entrepreneur | 2008 - present

- Co-founder of turske-serije.net (10 000 daily traffic - UV)
- Co-founder of kulinariskirecepti.info (1 000 daily traffic – UV)
- Engineered and created turske-serije.net PlayStore mobile app (<https://play.google.com/store/apps/details?id=net.turskeserije.application>)
- Owner of tax-calculator.net
- Owner and founder of sannis.nl web store
- Owned several small-scale start-up websites with up to 30 000 unique visitors per day
- Affinity with all the stages of planning, funding, and developing a start-up company including the marketing efforts
- Solid experience with Google Ads/Google AdWord, FB Ads Manager, Amazon Affiliate