# Profile

**Interdisciplinary.** *Informatics, Computer Science, Statistics, Data mining, Communication, Sociology, Psychology, UX research, Marketing.*IT manager

**Skills**

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| **R (Python) programing** | **Statistics & data mining** |
| **>>>>>>>>>>>>>>>** | **>>>>>>>>>>>>>>>** |
| **WordPress, CSS, JS, HTML** | **UX Research and Analytics** |
| **>>>>>>>>>>>>>>>** | **>>>>>>>>>>>>>>>** |
| **Server administration** | **Marketing communications** |
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# Work Experience

# Currently self employed but *in search for new opportunities* in Slovenia or abroad!

# *IT manager,* *Mombly d.o.o, Medvode*

*IT Operations & Manager, permanent employment* ***January 2020 – January 2023***

**Management** of design staff and sales team on Wordpress **websites** *snailpapers.com, growshop.si / .hr, snailseeds.com* to optimize marketing&sales performance improvement and its business models. Responsible for 20 – 40 % YoY websites performance increase. Hands on IT hosting and webdesign.

* **Digitalization of companies (**infrastructure, project & people management**)**
* **IT administration & development of infrastructure, networking and software**

# IT manager, Študentski domovi Ljubljana

*IT administration, contract employment* ***April 2019 – July 2019***

**Management** of internal IT staff and contractors. Monitoring, planning and evaluation of network administration, system and applications. Preparation of the basis for open calls for applications. Work with external experts in professional dialogues.

## Interim IT management assistant in Energy Market integrity and transparency, ACER Europe, Ljubljana

*Interim IT administration, International permanent employment* ***October 2017 – October 2018***

**Management** of stakeholders. Approvals of **project management** operations on data infrastructure. Access management. Help with coordination and assistance on **technical project meetings**. Prototyping (design) and IT management of WordPress web portal, cPanel and SSL certificates.

***Google Analytics*, Red Orbit d.o.o, Ljubljana**

*GA & Manager assistant, permanent employment* ***January 2017 – May 2017***

Implementation of GA metrics via GTM platform and JavaScript. (scroll view rate, etc.)

Audition of GA accounts. Usage of data mining on gathered data (Excel & **R**). Dashboards creation, advanced segments and view filters for Google analytics.

***Eye tracking experiments*, University in Ljubljana & Oculus d.o.o**

*Research project assistant* ***May 2014 – September 2014***

**Academic** study of usability in eye-gazing experiment. The participants used different devices while reading web survey - with the use of eye tracking technology.

My project contribution was writing the final report, constructing and **building survey**, handling participants in the experiment and helping with **summary statistics**.

The experiment was coordinated with university mentor, UX company Oculus d.o.o, colleagues.

European Union financed the project.

Contact Refrence[: Dr. Katja Lozar Manfreda](http://www.fdv.uni-lj.si/obvestila-in-informacije/imenik-sodelavcev/pedagogi/kartica/katja-lozar-manfreda) f

***SEM*, Studio Moderna d.o.o.**

*Student work (sort of internship)* ***April 2014 – June 2014***

Gained valuable **branding experience** at the international internet department of Studio Moderna. Managed **MCC AdWords account**, wrote search ads and computed Google Analytics and OLAP reports. With the help of multichannel media support, (TV, phone, internet advertising) I have delivered and gained insight into “the state of the art” communication and strategic advertising.

## Technical Professional & Customer Care Support for Nokia, Sitel EOOD - Bulgaria

*International permanent employment* ***March 2012 – January 2013***

**Communication** with customers via **phone/email/chat**, solving technical problems and handling complaints. Provided accurate and polite answers to customer requests and payed respect to customer needs and ways of communication. Transferred information related to Nokia and end users. Supported positive Nokia corporate image and Nokia brand.

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| **Side Projects / Hobbies**  [www.slovenia-tourist-taxi.eu](https://www.slovenia-tourist-taxi.eu/)  www.datafymarket.com | Owner of Private day trips company. +7 Years of development. Weekend private driver!  Website of my core competencies over 12+years – Wordpress, SEO, servers, IT, Analytics & digital marketing! |

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| **EDUCATION AND TRAINING**  **MASTER DEGREE IN SOCIAL INFORMATICS EQF level 7 University in Ljubljana, 1/9/2013–1/7/2016**  Master thesis: [*Measuring the sentiment of Slovenian companies and connection with the movement of stock prices and stock market index*](http://dk.fdv.uni-lj.si/magistrska_dela_2/pdfs/mb22_bergant-andrej.pdf)  Gained analytical knowledge and skills in using R programing language and various libraries. I have written a custom big data program using corpus language model to compute Twitter sentiment on 15min intervals. The app was presented on my cloud web app hosting server.  **BACHELOR DEGREE IN SOCIAL INFORMATICS**  Bachelor thesis: [*Gamification as evolution of optimal user experience*](http://dk.fdv.uni-lj.si/diplomska_dela_1/pdfs/mb11_bergant-andrej.pdf)  **Personal fun facts**  I have organized non for profit, digital marketing conference for 280 people!  I have rebuilt my 30 years mountain bike into an awesome custom made ebike!  I know how to dance Salsa and some basics of martial arts. |
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