Ivan Zivkovic

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Business system, application, integration engineer involved in telecommunication projects and digital transformations for more than 20 years. Broad experience and understanding of IT, DevOps, and telecommunication technology. Complete oversight of all applications, databases, and business intelligence across the organization and application lifecycle. Propose and oversee the change in the various flows which led to fixing up to 50% errors and timeout during the processes. Developing various business applications, from enterprise applications to shell scripts. Providing end-to-end production support for enterprise applications. Strong experience with Incident Management, Problem Management, Service Availability Management, and Change Management, and proud to increase the resolved incidents within SLA from 80% to 98.5% in one of the company worked. Acting in different roles with various mobile operators and vendors in international teams. Excellent investigative and analytical capabilities even under pressure. Ability to automate and re-engineer the processes using various open-source technologies and tools. Fast learner and adopting new technology with ease.

# Work experience

## Virgin Mobile UAE Dubai, UAE

### Backend Application & Systems Manager 02.2020. - present

* Managing team of more than 25 developers working on dealer mobile application, the customer mobile application, and backend system applications and APIs
* Leading the CRM migration project, which improved the response time of the Care app by 20%
* Leading the ticketing system implementation project which leads to faster resolution time and better transparency for the customer care team lowering the response rate by more than 60%
* Implemented the change of the activation flow in the customer and dealer applications which fixed the 50% of timeout errors during the activation
* Implemented change on the CVM (Customer Value Management) and the Active Campaign (AC) platform and integrated loyalty with the CVM and AC for a real-time campaign program
* Monitor and report on the performance of vendors to ensure delivery in line with contractual obligations and performance metrics

## Vip mobile d.o.o. Belgrade, Serbia

### Business System Support (BSS) Specialist 04.2017. – 01.2020.

* Technical support for prepaid part of the OneBSS project execution in 2017-2020. The goal of the project is to transform and migrate all existing businesses and the legacy systems of the 4 TAG (Telekom Austria Group) mobile operators in the Balkans region into Ericsson CBIO17 full stack solution. Full stack solution will include BSCS, CS (Charging System), TCRM (Telco CRM), EOC (Ericsson Order Care), and Hybris (SAP product).
* The developer of the billing aggregator application. Developing the application using Python in the first agile team and introducing the agile methodology within the company.
* Project management and leading to the most complex projects that affect BSS & Digital Services Department
* Permanent improvement of processes to ensure the highest efficiency of operation processes which leads to better resolution time for incidents. Proud to increase the resolved incidents within SLA from 80% to 98.5%. and approving BSS related processes and procedures

### Enterprise application integration (EAI) acting team leader 06.2015. - 04.2017.

* Leading EAI team of 9 people inside BSS & Digital Services Department, composed of BSS engineers and managing and coordinating their tasks and activities across 2 countries (Serbia and Slovenia)
* Established Change Advisory Board for applying the changes over the BSS landscape and act as a Change Manager within the established process
* Continuous communication with business stakeholders, vendors/integrators of respective systems regarding reported incidents, problems, and new functional requests – changes and configurations
* Planning part of the BSS Budget - operations and maintenance - covering the EAI environment. Achieved to cut down yearly OPEX on our team by 25% through consolidating vendors in two markets
* Managed to create a functional multicultural team capable of overseeing the whole cluster

### Senior BSS EAI Expert and Integration Engineer 10.2014. - 06.2015.

* Carry full responsibility for the TIBCO BW and EMS proper work
* Software loading, configuration, integration, verification, and troubleshooting of existing TIBCO BW solutions​
* VAS services operational responsibility
* Secure provisioning and orchestrating systems are up 99.99% of the time

### BSS Prepaid Expert 07.2013. - 10.2014.

* Carry full responsibility for the Orga OPSC Online Charging System​ proper work
* Warrant all KPIs in the SLAs with the business units are met
* Plan changes on the system targeted to improve system performance and operational manageability​
* Secure the functionality and non-function technical quality of deliveries in customer projects.
* Helping setting up analytics for BI reports

## Ericsson Tunis, Tunisia

### Solution integration, developer 04.2012. - 12.2012.

* Integrating VPN node to OSS and billing systems (EMM consolidation)
* Resolving CSR for CDR push tool on VPN node
* Developing SV for E2E provisioning involving HLR and VPN node provisioning
* Performing test cases and function tests for VPN SV

## Ericsson inc. Dallas, United States

### Services professional, developer 01.2011. - 03.2012.

* Developing customized orchestrated provisioning solution (Subscriber View) in Ericsson MA SDK for Ericsson HSS, SLF, Service Enablement and new multi-vendor network element business logic, network logic and Java link. Deploying locally and remotely developed solution
* Developing XSLT for translation from SOAP request to MA CAI3G
* Writing project documentation, solution description, user and administrative guide and acceptance test cases scenarios
* Creating and executing acceptance test cases and functional test cases​

## Telecommunication company "Telekom Srbija"1 Belgrade, Serbia

### Solution architect, developer 03.1999. - 12.2010.

## Ericsson Santo Domingo, Dominican Republic

### VPN Operation and maintenance engineer 05.2008. - 10.2008.

## Ericsson Telecom Romanian S.R.L. Bucharest, Romania

### VPN/IN provisioning engineer 03.2007. - 04.2007.

## Ericsson s.a Douala, Cameroon

### TSP engineer 11.2006. - 02.2007.

# Technical and other skills

* Development skills (programmed a few enterprise business applications and web applications)
* Business applications maintenance, analysis, development planning and executing the plan. Creating documentation, testing and deployment procedures
* Writing documentation with accuracy that anyone can understand
* Ability to work under pressure and meet deadlines, work in a fast-moving environment
* Expert in database design, optimization and mining
* Wide experience with different operating systems (UNIX, LINUX, Windows)
* Experience with functional, load and E2E testing (usually SoapUI and LoadUI) and automating jobs with Jenkins and other tools
* Working across functional teams and collaborating using GIT, JIRA, and Confluence
* Programming in Python, PHP, DUP (Data Unit Processing language by Ericsson), Shell script (BASH, TCSH), and other languages
* Tibco ActiveMatrix/Business Works, EMS
* Ericsson CS, SDP, AIR, AF, INS/TSP, VPN, EMA, ADM, BSCS systems administration
* Orga OPSC prepaid system, GRAPS prepaid system administration
* Leadership (managing a team of 25 developers, and QA, and previously responsible for a team of 6 people in two countries) and mentoring skills (train and induction of new staff)
* Certified advanced open water diver​
* Driving License Category B
* Mensa member since 2006

# Languages

Serbian, Croatian, Bosnian Mother Tongue

English Proficient

Spanish Basic

German Basic

# Education

Bachelor of Software Engineering 09.2001. - 11.2004.

Advanced School of Electrical Engineering Belgrade, Serbia

# Certificates

Harvard Management Essentials 12.2020.

 Dubai, UAE