

MLADEN JEVTIĆ

CUSTOMER EXPERIENCE ENGINEER

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SUMMARY

Customer Experience Engineer with extensive experience in IT roles, specializing in process optimization and automation. Successfully boosted team productivity by 50% through effective project management and achieved a 100% customer satisfaction score. Proven track record in enhancing customer experience within a SaaS environment, aiming to leverage expertise to drive exceptional customer outcomes.

WORK EXPERIENCE

Bird.com

Customer Experience Engineer

Remote

12/2024 - Present

| SaaS | B2B | Omni-channel | AI | SMS | Voice |

- I led various projects, collaborating with C-level executives to ensure seamless transitions, and delivered projects on time using Scrum methodologies, exceeding stakeholder expectations and achieving 99% data integrity.
- Planned, implemented, tested, and released Support procedures, cooperating with Support Management and making sure that agents are informed, trained, and everything is documented on Confluence.
- Orchestrated customer use-case solutions and implementations under the CPaaS platform, leveraging the platform products, and making sure to gain 100% of data integrity.
- Developed custom Python scripts with the help of AI Copilot, which reduced manual work and increased task speed by over 70%.
- Developed automations with no-code/low-code builder, leveraging platforms and third-party APIs, which sustained operational efficiency and unlocked 10+ weekly hours, enhancing team productivity.
- I built AI agents, from planning to creating to implementing and testing the agent for Support needs, which increased the Support L1 score and boosted productivity.
- Created and organized detailed guides and delivered hands-on product training, resulting in positive user feedback and a 25% increase in Support team productivity.

Bird.com

T2 Tech Support Engineer and System Admin

Remote

04/2021 -12/2024

| SaaS | B2B | Omni-channel | AI | SMS | Voice |

- Planned and realized solutions for the Customer Experience department, collaborating closely with the engineering team, which boosted team productivity by approximately 50%.
- Handled escalated customer issues, ensuring users were assisted within the SLA and achieving a 100% customer satisfaction score.
- Diagnosed and resolved escalated API, omnichannel, CPaaS platform, and SMS-related technical challenges, personally achieving a 95% resolution rate, exceeding the team average by 10%, and improving CS score.
- Managed and optimized a suite of internal products and third-party apps, most importantly Zendesk, to keep everything running seamlessly.

Telesign.com

Technical Support Engineer

Belgrade, Serbia

03/2017 -04/2021

| SaaS | B2B | SMS | Voice | Fraud |

- Reduced average resolution time by 30% by leveraging internal tools, database logs, and scripting to identify root causes of SMS, Voice, and product delivery failures, directly improving customer satisfaction.

- Diagnosed and resolved 10+ critical application issues per week by applying expertise in TeleSign products, decreasing the backlog of customer issues, and minimizing disruption to service delivery.
- Resolved 90% of escalated technical support tickets by mastering TeleSign products and troubleshooting tools, leading to improved operational efficiency and customer satisfaction.
- Authored and revised 70+ technical articles and FAQs, decreasing average customer support ticket resolution time by 15% and improving customer satisfaction scores (CSAT).

EDUCATION

Megatrend University in Belgrade	Belgrade, Serbia
Faculty of Business Studies, Department of Computer Engineering	10/2006 -10/2010
<ul style="list-style-type: none">• Gained a diploma in Management in IT	




SKILLS

- **Technical Proficiency:** API integration, system monitoring, root cause analysis, server management, log analysis, Postman, Datadog
- **Project Management:** Cross-platform migration, cross-functional collaboration, stakeholder management, project planning, Scrum, project coordination, JIRA, Confluence
- **WordPress CMS:** installation, setup, problem solving, custom adjustments, speed increase, plugins, themes, training
- **Zendesk:** administration, ticket routing, user management, automations, SLA, documentation, statistics (Explore)
- **Automations:** workflow and process automation, task automation, no-code/low-code flow builders
- **AI:** Vibe coding, AI scripting, automation, integration, solutions, AI-powered tools, workflow optimization, Windsurf, Cursor
- **System Administration:** Linux, self-hosted VPS, user account management
- **Customer Support:** Slack, G-Suite, CPaaS, SaaS, SLA management, escalation management, incident management
- **Web:** HTML, CSS, JavaScript (basic), WordPress, PHP (basic), MySQL(basic), Version Control (Git), Framer, JSON

LANGUAGES

English Advanced	Serbian Native
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INTERESTS

<div> AI Enthusiast</div> <div>I love building solutions with AI, which helps me personally and professionally.</div>	<div> Craftsman when needed</div> <div>I enjoy fixing things around the house and building small solutions when needed. This is pure therapy.</div>	<div> Family is everything</div> <div>As a husband and a father of two, I want to create and keep the best possible moments for the future.</div>
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