



Darko Kontin

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Year of birth: 1986.

Education:

September '04 – Today:	Faculty of Economics, Rijeka
September '00 – June '04:	Gymnasium I. Z. Dijankovečkog, Križevci
Additional education:	Learning from web tutorials and online books

Skills and abilities:

Computer:	Excellent: Microsoft Windows XP and Vista, Mac OS X, Microsoft Office Tools, Internet use (mail, web, web applications, ...) Intermediate: Adobe Photoshop, Adobe Illustrator, Adobe Flash, (X)HTML
Languages:	English (excellent in both active and passive use of the language) German (average in both active and passive use of the language)
Other:	Management skills, communication skills, mentoring skills and writing skills. Hardworking and reliable.

Work Experience

Polar d.o.o.
www.polarsoftware.com
(April '06 – Today)

My Role: I've started as Support Representative. Later on I was promoted to Help Desk Administrator, Help Desk Supervisor and Sales Representative. Also gained the right to support customer over Polar's live chat. I was also actively involved in development of some new Polar products.

My Work: In two years, as I worked for Polar, I have completed more than 1600 official incidents, had more than 1670 live chats of which 90% were with foreign English-based customers. I've completed 55, created 40 and supervised 6 company projects. And also worked on more than 200 other tasks.

Some of the projects that I've done:

- Writing policies and procedures for handling leads through Help Desk
- Writing privacy and security statement for one of Polar's product
- Mentoring and training a new honorarium worker
- Supervising the Help Desk in order to achieve faster support response times, and ensure that all issues are addressed
- Creating 6 short movies that show some features of Polar's product
- Wrote several news posts on the home page, and also wrote several blog posts

Some of the projects that I've created:

- Renewing Polar information on Wikipedia
- Renewing all out of date projects
- Updating Sales and Support FAQ

Some of the projects that I've supervised:

- Writing features from customers suggestions
- Creating movie and picture tutorials for new workers
- Renewing all out of date or inactive projects

Kruna d.o.o.
www.vila-kruna.com
(June '03 – Today)

My Role: I was in charge of monitoring and ordering supplies, maintaining the quality of service, maintaining business books, training new workers, paying bills and depositing weakly incomes, writing calculations and preparing papers for accounting department for both Cocktail bar and a Gift Shop that are owned by Kruna d.o.o.

I was also in charge of offering and completing deals with all foreign and internet customers, both English and German based, that have reached us.

My Work: I have implemented advance booking software, significantly improved internet quality and speed of response time, contacted and completed deals with more than 15 tourist agencies, designed new and modern quotation and invoice templates for official use and also implemented new polices and procedures for dealing with new customers.

Achievements:

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|--------------|--|
| Polar d.o.o. | One of the most active support representatives with the record of the most completed incidents and live chats in one-month period. |
| Kruna d.o.o. | More than 60% of all bookings are made through me every year. |

Motivation:

Gaining new work experiences and improving my current knowledge and skills