



IGOR JOVANOVIĆ

Senior 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, helping customers overcome problems and build scalable and robust solutions.



igorjovanovic.info



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The Netherlands



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NATIONALITY

Dutch

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)

Beginner: • German (A2)

SKILLS

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

- **Organizational skills:** Excellent time management, fast learner, action-focused, deliver results, team player, C-level exec reporting

- **IT Skills:**

- Databases: NoSQL DBs such as Redis, Elasticache, MongoDB, MarkLogic, Couchbase, ValKey, Relational DBs (MySQL, MariaDB, PostgreSQL, Oracle SQL)

- Back end: XQuery, XPath, JavaScript, PHP, Python, Java, MySQL, NoSQL, NativeScript, VBA, Stata, MS Access

- Front end: HTML, CSS, React, VueJS, Angular;

- Data pipelines: Git, SVN, Gradle, Maven, Jenkins, BitBucket, REST services, ODBC, Apache NiFi, Swagger API, SoapUI, XLDeploy, Batch processes, Data streaming, message brokers;

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

- Data structures/sources: JSON, XML, CSV, XSD, TDE Schemas, XSLT, semi-structured, unstructured data sources, data warehousing & data lakes

- Miscellaneous: AI and machine learning, ETL, Rest API, Cloud technologies: AWS, GCP, and Azure;

- Security: Okta, Kerberos, LDAP, ActiveDirectory;

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

- **Driving license:** A, B, **Private Pilot License (PPL)** candidate

HONORS & AWARDS

- AWS Cloud practitioner certificate
- “Building XQuery applications with MarkLogic” seminar 21.02 – 24.02.2018, The Hague
- 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 simulation (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 Member (2011-2012)

PERSONAL INTERESTS

- Charity IT mentor 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 – FC Napredak (2003-2010)
- Three years of karate training
- Red Cross blood donor and a member of the Association of Emergency Situations (floods, etc.)
- Aviation

WORK EXPERIENCE

Senior Technical Account Manager – Redis | Customer Success | 2021 - Present | London, UK

Part of a **tech unicorn Redis (NoSQL DB)**, where I lead multiple **critical & strategic customers** including **the biggest (ARR) Cloud customer** in the company. Serving as a technical focal point and an escalation/incident management mechanism. Frequent **direct reporting** to the **Chief Executives (top management)**. Onboarding, nurturing, and guiding customers throughout the entire journey of architecting and developing highly available and fault-tolerant software (which scales) in the cloud and on-prem. Trusted technical advisor of **world-leading apps used by billions of people**.

Principal IT Consultant – Progress MarkLogic | Professional Services | 2019 - 2021 | Utrecht, NL

Principal consultant at MarkLogic NoSQL (document) database, **California-based startup**. Long-term involvement with customers as a **tech team lead on-site (incl. frequent cross-time-zone travels)**. Helping customers plan, architect, build & run large-scale applications that **power global financial institutions**. In **charge of strategic customers and their complete (on-prem/cloud) tech stack**. Nurturing, educating, and helping internal teams adopt and use the technology optimally. **Working closely with Vice Presidents and Directors** on customer relationships & strategic alignment. **Engagement per project**.

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

- Tech lead in the customer’s dev team of 6 engineers and 1 architect
- Strategic advisory of the top management in their Cloud migration efforts (from on-prem)
- Migration path plan from an end-of-life software to the latest version
- Implementation of multiple new data streams and project expansion

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

- Lead role of the team of 10+ internal engineers and the QA team
- Ensured the alignment between the bank’s top management and MarkLogic’s top management on strategic matters
- Mission critical upgrades from an ETL software called DH4.3.2 □ DH5.4.3 which involved the core code changes
- Database ML 9.x to ML10.x upgrade
- Architectural guidance including authentication, user management, scalability, tiered storage, and high availability

WORK EXPERIENCE

- **Project: APG Pension Fund (NL)**

- Tech lead role of 7 internal developers
- Led the AMDP/RDS regulatory reporting project
- Reporting directly to the VPs of the customer's management
- Cluster performance and optimization analysis including improvement recommendations
- Engineered and implemented a reconciliation system to track the queue status of the data processing
- Design and implementation of custom TDEs (SQL views) 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 price analyses for the trading sector
- Internal team education, onboarding, and training

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

- The lead-dev role on the ETL Data Hub Framework 4.x project
- Direct exposure to the C-level executives of MarkLogic due to the strategic importance of Credit Suisse
- Built REST services ecosystem in accordance with the regulatory requirements
- Helped troubleshoot and pinpoint MarkLogic Database performance issues

- **Project: Smith & Nephew (UK)**

- Tech team lead at the customer's internal team of 9 developers
- Frequent reporting to the highest management levels and escalation/conflict management
- Architected and built ETL data flows for the 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 API architecture and Swagger documentation
- Implemented custom REST services on the backend
- Internal team education about MarkLogic Database

WORK EXPERIENCE

IT Engineer – ABN AMRO Bank |

2018 - 2019 | Amsterdam, NL

- Data warehouse project based on MarkLogic DataHub Framework
- Grew from a developer to an internal tech lead of the project
- Direct reporting and advisory of the Product Managers in charge of the project
- Assisted in building the complete solution including the architectural decisions
- Helped with the pipeline building via NIFI that extracts the data from SQL Oracle
- Engineered and implemented REST services and ODBC connection with PowerBI
- Multiple PoCs including LDAP and MarkLogic external security
- ETL Data Hub Framework 4.x to 5.x migration PoC

Data Quality Engineer – ABN AMRO Bank |

2017 - 2018 | Amsterdam, NL

- Helping Trade Commodity Finance top management ensure data integrity and prepare the data for decision making
- Reporting directly to the global directors
- Built an internationally used VBA application for collecting 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 the Dutch National Bank (DNB)
- Created TrendAnalysis tool for tracking client income statements and balance sheet positions over time

Founder/Lead Engineer – IJ Consultancy | 2008 - present

- Programmed and developed dozens of websites/applications across various web platforms for customers worldwide
- Affinity with the entire sales cycle (pre-sales/post-sales) as well as the complete end-to-end solution delivery
- 700+ positive reviews from the customers

<https://igorjovanovic.com/testimonials/>

Web entrepreneur | 2008 - present

- Tech writer at <https://medium.com/@igordr3> with approx. 3k readers
- Co-founder of turske-serije.net (10 000 daily traffic - UV)
- Co-founder of kulinarskirecepti.info (1 000 daily traffic – UV)
- Engineered and created turske-serije.net PlayStore mobile app
- Owner of tax-calculator.net
- Owner and founder of sannis.nl web store

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- 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