



Cene Lap

Date of birth: 21/05/1984 | **Nationality:** Slovenian | **Phone number:** (+386) 31891165 (Mobile) | **Email address:** cene.lap@gmail.com | **Address:** Frančka Miha Paglovca 13, Kamnik, 1241, Slovenia (Home)

● WORK EXPERIENCE

19/02/2018 – 13/06/2022 Ljubljana, Slovenia

SUPPORT TEAM CONSULTANT GATEHUB, RAZVOJ IN STORITVE, D.O.O., ZALOŠKA CESTA 1

- Set goals and strategies to achieve these goals
- Reorganizing support processes
- Reorganizing customer onboarding processes
- Process description in Confluence
- Education and counseling for support agents

Business or Sector Financial and insurance activities

28/10/2013 – 18/02/2018 Ljubljana, Slovenia

SYSTEMS ANALYST FOR REGISTER OF VEHICLES AND VEHICLE REGISTRATION CERTIFICATES, REGISTER OF DRIVING LICENCES AND FORMNET SRC D.O.O.

- requirements analysis and writing specifications for applications
- presentations and training of end-users
- communication with external service providers (programmers)- writing test scripts and testing

Address Tržaška cesta 116, 1000, Ljubljana, Slovenia

01/09/2009 – 28/10/2013 Ljubljana, Slovenia

APPLICATION ENGINEER - REGISTER OF VEHICLES AND VEHICLE REGISTRATION CERTIFICATES SRC D.O.O.

- help desk support (first, second and third level)
- communication with clients- assisting product managers
- qualifying co-workers about novelties in application
- making monthly reports and statistics
- analyzing imperfection and providing advices for new functionality
- editing web pages about products- designing graphical user interfaces

Address Tržaška cesta 116, 1000, Ljubljana, Slovenia

07/2008 – 09/2009 Ljubljana, Slovenia

STUDENT WORK SRC D.O.O

- testing applications
- first and second level support

Address Tržaška cesta 116, 1000, Ljubljana, Slovenia

06/2007 – 12/2007 Ljubljana, Slovenia

STUDENT WORK GFK SLOVENIJA

- market research
- programming questionnaires
- preparation of databases (SPSS)
- sample preparation

Address Verovškova 55a, 1000, Ljubljana, Slovenia

writing instructions for users of ERP application (Pantheon 5.5)

Address Kopraska ulica. 92, 1000, Ljubljana, Slovenia

● **EDUCATION AND TRAINING**

10/2003 – 09/2009 Kranj, Slovenia

BACHELOR SCIENCE OF ORGANISATION AND MANAGEMENT OF INFORMATION SYSTEMS
University of Maribor Faculty of Organizational Sciences

- organizing and managing information systems.
- planning, developing and implementing information systems for the needs of organizations.
- using information / communication technologies to establish suitable connections with organizations

Address Kidričeva cesta 55a, 4000, Kranj, Slovenia | **National classification** University programme

● **LANGUAGE SKILLS**

Mother tongue(s): **SLOVENIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2
CROATIAN	B2	B2	B2	B2	B2
GERMAN	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **ADDITIONAL INFORMATION**

ORGANISATIONAL SKILLS

Organisational skills Sense of organization and project management gained through my study and work

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills - good communication skills gained through my experience as help desk employee

- team spirit skills gained through work on projects
- flexibility
- willing to gain new knowledge
- quick learning

OTHER SKILLS

Other skills

- traveling to exotics destinations - writing skills (published articles)