Dinko Frankie

HEAD OF PROJECTS

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SKILLS

Communication, Leadership, Organization and Negotiation

Team, Time, Risk and Budget management

Agile & JIRA

Tehnical, Reporting and Problem solving

Conflict management and Interpersonal communication

Automation and Machine Learning

Internet/Web: HTTPS, SFTP, SMTP, HTML

Database: MySQL, MongoDB, PosgreSQL, AWS RDS

Network automation, Robot Framework, Selenium web testing

Operating system: Windows server, Linux (RHEL, SUSE, Debian,), macOS

LANGUAGES

PROFILE

Experienced and highly skilled IT/Telecom industry professional with over sixteen years of experience in the industry managing many different job roles: System engineer, Services and Integration team lead, Technical PM, Project/Automation lead and current role Head of Projects. Worked in customer support, onsite services implementation, and global Emergency duty for whole world for 14 years with all major global telecom customers on all continents. Project technical & integration lead manager for over 30 projects and traveled over 40 countries round the world. Leading integration and support teams. Last two years leading Project/Automation team offering automated solutions to test digital services for all major IT/Telecom companies. Excellent team worker, great communication and people management skills, performing calm and well in stress situations with high motivation to make every team better.

EMPLOYMENT HISTORY

Head of Projects at Segron, Zagreb

December 2022 — Present

From 2023 I made career advancement to Head of Project role in Segron:

- Managing SEGRON Project Management department consisting of technical project managers and test automation engineers
- Managing customer relationship and communication, reports the status of customer projects to the operative and middle-management level
- Cooperating closely with different internal stakeholders for the sake of ensuring project deliverables in a timely and quality manner within budget (Management, Sales, Staging, Product Owners and Technical Sales)
- Clarifies SoW, requirements, budgetary constraints and timelines for project deliveries
- Provides feedback to Management and Sales on the commercial opportunities if applicable
- If needed, co-creates and improves change management processes.
- Plans project deliveries in cooperation with CTO business unit
- Coordinates cross-group dependencies and activities during the daily work
- Proposes CoDe for the team members
- Escalates incidents and handles customer escalation as per SEGRON escalation policies
- Performs risk assessments for project deliveries (identifies critical path and manage risks)
- Done full transformation of Proejct department
- Done full transformation of GSE Global Romer Service operations and support
- Working with all major Telco customers and signing new contracts round the world: BT, DT group, Telia, A1, T-Mobile, Swisscom, SALT, Telefonica, Telemach, RAKUTEN, Orange…
- Working successful project in auto industry with AUDI

German

English

Senior Tehnical PM lead Project/Automation at Segron, Zagreb

February 2022 — December 2022

- Opened my own company ZoBytes and working as a contractor for company Segron. Segron is a leader in next generation active testing in telecom, offering automated solutions to test new digital services in any location, with any device, anytime.
- Working on projects with all major customers like Swisscom, Telefonica, Orange, T-Mobile, BT group, AUDI, Infovista, T-Mobile USA, Implementa, 1und1, Rakuten, Spirent, Azzureo, Trascedent, Freedom mobile, SWAN, comfone, MTS, DT group
- Implementing HW/SW solutions and running dedicated Project/Automation team in creating automated tests and automation solutions. In scope of that solution and test automation we use many different technologies like Python, Selenium, Robot Framework, Ngnix, Linux, Docker
- Maintaining and installing native/legacy systems (Windows, Linux) on both client and server side, and responding quickly and effectively to all security incidents and providing post-event analyses.
- Implementing Python customization and performs complex provisioning and configuration tasks (iOS/Mac Mini provisioning; configuration of Remote Device Units; Collect and analyze Docker logs; Collect and analyze logs from Cloud monitoring tools; remote installation/upgrades/backups/rollbacks using Ansible).
- Establishing disaster recovery procedures and escalation processes for internal and customer usage
- Maintain and improve customized GIT repository structure and deployment of SW updates and fixes.
- As part of stream lead role, I work closely with the Team Members, implementing the process discussed, aligned and approved by the Head of Delivery and Operations. If a Team Member needs help, I provide or facilitate (organize) help in task execution. I track, facilitate and implement team's release commitments. Maintained a high-performing team by recruiting and on boarding promising new talents.
- Work closely with the Product Owner on clarifying requirements, effort estimations and helps prioritize tasks.
- Developed a comprehensive customer service training program that improved customer service skills among team members
- Mentoring and coaching team members on daily bases
- Attend Replenishment meetings, owning the team's Kanban/Backlog boards presentations and work closely with other Stream Team Leads should the task at hand require such coordination using Agile flow
- Collaborated with a cross-functional team to develop a new research project, resulting in the successful completion of the project on time and within budget
- In Jan 2023 ascended to the role of Senior Technical PM
- Ability to manage & orchestrate the work of a small to medium size of a project/automation engineering team according to the project backlog and alongside dependencies & priorities as a well as the engineering resource capabilities & workload
- Cooperating and ensuring alignment between different internal stakeholders for the sake of ensuring project deliverables in a timely & quality manner within budget, especially with relevant R&D teams, staging & logistics, F&C, the assigned Program Manager and the respective Customer Account Manager

Tehnical PM and project coordinator at Ericsson, Zagreb

September 2016 — February 2022

- As Services and Integration team lead I took also extended role for Technical PM and project team coordination/support
- Worked in customer support, onsite services implementation, and global Emergency duty for whole world for 14 years and worked with all major global telecom customers on all continents.

- Project technical & integration lead manager for over 30 projects in 40 countries round the world. Leading integration and support teams and traveling onsite:
  - **Melbourne/London** — Melbourne and London onsite integration for global customer REACH over 3 months
  - **Cyprus** — HW&SW integration and upgrades. Rollout of new equipment and mobile vendors. Customer was main mobile operator CYTA (9 months)
  - **Norway/Sweden** — *integration* Joint project with two mobile operators Tele2 & Telenor over 3 milion euros budget. N4M Tele2 & Telenor project for 3G, 4G & 5G deployment in Sweden and Norway.
  - **Netherland/Russia**— *educating local integration & support teams*Education and practice for CNS teams in Netherland Ericsson for 1 month. Helping and educating integration teams in Moscow Ericsson for 3 months.
  - **Morocco/Algeria** — *integration & support.* Big international project for Maroc Telecom over one year. Complete fixed network rollout in Casablanca, Rabat and Fes with IO OS change to Linux and CP upgrades on site.
  - **South Korea** — *integration & support* International project implementing first linux OS integration and LDAP for wireline customer. Over 3 months in Busan and Seoul.
  - **Mexico City** — *educating local integration & support teams.* Providing Linux education for Mexico Ericsson team for 2 months in Mexico City.
  - **Greece** — *integration & support.* Project integration of Linux & BSC installations for Cosmote Greec in Thessaloniki over 3 months.
  - **Spain** — *integration & support.* Telefonica LINUX implementation in Madrid, Sevilla, and Bilbao customer sites.
  - **UK** — *integration & support.* BT and Virgin media projects for BSC&MSC deployments in UK over one year.
  - **USA** — *integration & support.* T-Mobile USA big project in swapping out Nokia with Ericsson equipment.

Services & Integration Team lead at Ericsson, Zagreb

January 2012 — February 2022

- 2012 I took new role of Services & Integration Team lead
- Managed a team of 27 staff to ensure efficient and timely delivery of catering services.
- Resolved customer inquiries and complaints within dedicated hours, resulting in a reduction in customer complaints.
- Compiled customer feedback to identify areas of improvement, resulting in a increase in customer loyalty.
- Generated weekly reports on customer service metrics for management review. Held regular meetings to ensure alignment with workflow and to ensure team members were on track to meet deadlines.
- Managed team resources effectively to ensure adequate coverage for projects.
- Mentored and coached team members, resulting in a increase in employee engagement and satisfaction.
- Conducted crisis intervention to de-escalate emergency situations and provide immediate support to clients.

Senior Services engineer at Ericsson Nikola Tesla, Zagreb

November 2009 — January 2012

- Ericsson Nikola Tesla, Zagreb, Croatia, working in GSDC Croatia (Global Service Delivery Center) as a Services engineer (function roles: Services & Support engineer, Integration engineer). 2008 I have been a part of intensive training process and transfer project from GSDC Spain and Finland.
- Developed strong communication skills through work in customer support, everyday communication via email, telephone, and live chat.
- Member of global support team handling emergency cases, projects, and customer requests round the world.
- Created customer service scripts that improved customer service quality and consistency.

- Collaborated with cross-functional teams to identify and resolve customer-related issues, resulting in a improvement in customer retention rates.

System Engineer at DocumentIT, Zagreb

January 2007 — October 2009

- 11.months working experience at company DOKUMENT IT. I was working as system engineer in Microsoft SQL 2005 program and was involved in creating databases, system administration and installation for projects ePlan Nabave and eUred.
- I have implemented installation of applications and server maintenance at many sites: President office of the Republic of Croatia, City government of town Rijeka and Šibenik, Ministry of defence Zagreb, Croatia security agency, CARNET...
- Actively participated in CARNET project for Faculty of Electrical Engineering an Computing. Projects was based on creating web catalogue and RSS (Really Simple Syndication) service for web page www.hr. I held a presentation about project at CARNet Users Conference-CUC 2007. in Dubrovnik.

EDUCATION

Faculty of Electrical Engineering and Computing (FER), Zagreb

January 2002 — January 2007

Top 1% of students

Rector's award

Master of Science in Electrical Engineering at Lucijana Vranjanina, Zagreb

January 1999 — January 2002