Boštjan Vnučec

👤 Personal data

Date of Birth:	29.10.1994
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👤 Brief description

I have extensive experience in leading technical, operational, and support teams. I also possess a broad technical knowledge base, which I continually upgrade and expand. Working directly under an executive board member, I have gained experience in managing employees, preparing reports, analyzing large volumes of data, budgeting, preparing performance-based bonuses, annual bonuses, implementing employee pay grades, approving invoices, checking fieldwork quality, and implementing and optimizing new processes. At Telemach Slovenia, I also led key stakeholders in the development of new internal programs that enhanced work efficiency for all employees within the company.

💼 Work experience

09/2023 – ongoing

B2B Technical Solutions Consultant
Telemach Slovenija d.o.o.

- Consulting and designing comprehensive solutions for networks and security (SD-WAN, NGFW, VPN, MDR, SIEM).
- Preparing and presenting technical solutions for clients.
- Collaborating with suppliers and network equipment providers.
- Registering business clients when opening new business opportunities.
- Collaborating on and preparing technical workshops for clients.
- Reviewing tender documentation and preparing technical solutions and bills of materials.
- Leading and coordinating major projects in implementation and reporting.
- Conducting market analysis and comparing technical solution distributors.
- Creating reports and presenting new technical services.
- Preparing proposals for the development of new technical solutions within the company.
- Training the sales team and mentoring new hires.

03/2022 – 09/2023

Head of Advanced and B2B Technical Support
Telemach Slovenija d.o.o.

- Leading and developing the implementation of a new technical support model for field technicians and selected key business clients.
- Managing a team of 11 specialists for technical support and business solution integration (Wi-Fi, PBX, Centrex, demarcation switches, Dark fiber, MPLS).
- Collaborating with other technical departments to analyze and resolve more complex issues.
- Preparing weekly and monthly reports for management.

- Leading technical projects requiring coordination with multiple stakeholders, including external contractors, clients, and internal departments.
- Developing internal programs used throughout the organization to enhance employee efficiency in performing tasks.
- Establishing internal training for employees, onboarding processes for new hires, and upskilling existing employees.
- Collaborating with other departments within the company to establish new products and internal processes for selling to end users.
- Overseeing the quality of contractors' work, approving work orders, and invoices.
- Managing the annual OPEX/CAPEX budget for B2B equipment, installations, salaries, and employee bonuses.

10/2020 – 02/2022 **Team leader of technicians and coordinators**
Telemach Slovenija d.o.o.
- Organizing and scheduling fieldwork across Slovenia, as well as reviewing and analyzing employee efficiency.
- Collaborating and coordinating with other departments on joint projects (network segmentation, acquisition of new companies, CPE upgrades, etc.).
- Leading a team of field technicians, fieldwork coordinators, and technical support technicians for field staff.

03/2019 – 09/2020 **Activation, Coordination and Control Officer**
Telemach Slovenija d.o.o.
- Providing support to field technicians in using internal tools and resolving technical issues.
- Participating in projects to improve customer experience.
- Overseeing the work of internal employees and consolidating and analyzing data.

11/2016 – 02/2019 **Technical Support Advisor**
T-2 d.o.o.
- Providing support to end users in using services.
- Assisting in organizing internal training programs for employees.
- Collaborating with the company's digital marketing team and analyzing the effectiveness of social media posts and other trackable data.

🎓 Education

10/2019 – 10/2024 **Master of Business Sciences | Management**
University of Ljubljana, Faculty of Economics and Business

10/2013 – 09/2017 **Bachelor of Economics | International business**
University of Ljubljana, Faculty of Economics and Business

09/2009 – 07/2013 **Economic Technician |**
School Centre for Post, Economics and Telecommunications

☑ Certificates

Acquired 12/2024 **Fortinet Certified Professional Network Security**
Network Security, FortiGate, IPS, SIEM, VPN, WAF, Web filtering, Zero Trust Security

Acquired 08/2024 **Fortinet Certified Associate Cybersecurity**
Antivirus, Application control, Authentication, Firewall, IPS, VPN, DPL

Acquired 08/2024	**Fortinet Certified Fundamentals Cybersecurity** Cryptography, infromation Privacy, Endpoint protection, Network Security,
Acquired 07/2024	**Sophos Certified Engineer** Endpoint Protection, Email Security, Data Loss Prevention, Compliance and Reporting
Acquired 05/2024	**Yealink Junior Certified IP Phone Engineer** Voice over IP (VoIP), IP Phones, Phone System Administration, Unified Communications
Acquired 05/2024	**Yeastar Certified Professional - YSCIS** Private Branch Exchange (PBX), Voice over IP (VoIP), Telephony, Network Configuration Technology Integration
Acquired 12/2023	**Yeastar Certified Technician – YSCT** Private Branch Exchange (PBX), Voice over IP (VoIP), Telephony
Acquired 08/2022	**Cisco Certified Network Associate - CCNA** Networking, Network Security, Cisco Systems Products, Cisco Networking, Cisco Certified, Cisco Routers, Network Switches, Analytical Thinking, Problem Solving

🧪 Competences

Languages:

- **English –** advanced knowledge
- **Serbo-Croatian –** basic knowledge
- **German –** Beginner Knowledge

Computer skills:

- Microsoft Office tools (Word, Excel, PowerPoint, Teams)
- Knowledge of speed typing
- Microsoft project
- Power BI
- Tableu
- Jira

Driver's License: B1,B

Other competencies:

- Organizing work
- Project management
- Digital Marketing
- Development of internal programs
- Managing a team of employees
- Optimization of internal processes
- Employee education and mentoring
- Implementation of new technologies and products
- Analyze and process more data