

# MARKO MAJKIC

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**Competent, highly motivated and agile teams deliver software of the greatest value.** I am on the mission of creating such teams and helping teams to become highly effective and efficient, delivering high value to the business. I'm enjoying working with the teams unlocking their potential for greatness. I'm using my strong technical background, agile and coaching competences to improve the processes, communication and guiding people improving themselves.

## EXPERIENCE

### **Senior Agile Coach**

**HUBX, March 2018 - present**

Coaching, consulting, mentoring, teaching and leading teams and organization in finding better ways to organize product development and delivery using agile methods, methodologies, frameworks and ways.

### **Senior Agile Consultant**

**TMS, March 2018 - present**

Helping teams and the organization to grow and find better ways for great products development.

### **Mentor**

**Everwise, July 2017 - present**

Everwise connects employees with the people, resources and feedback they need to be more successful at every stage of their career. As an Everwise mentor, I help guide high-potential professionals to make the most of their leadership capabilities.

### **Owner & Consultant**

**Agile Consulting, March 2016 - present**

Helping companies to find a better ways of developing magnificent software products. I'm helping in different roles: Consultant, Coach, Trainer.

### **Agile Project Manager**

**ConveyIQ/Take The Interview, April 2016 – February 2018**

**Agile Project Manager** (April 2016 – February 2018)  
Introducing agile and Scrum to the engineering team. Managing Live and Web projects. Working on product side of process, implementing User Story Mapping and Impact Mapping. Working on product discovery together with Product, Engineering and Exec team. Re-established product development and delivery process after a months of no delivery. Worked in a role of Scrum Master while delivering new generation of products after decision to pivot. The result was Minimum Sellable Product which was delivered in October of 2017. I was removing the impediments in different areas and scopes, coaching development teams, Product Owners and QA. Together with the team, we established a great process, which resulted in constant

delivery on a sprint level (sometimes even more frequent). This was recognized within organization as a role model for getting things done.

### **Director of Engineering** (November 2016 - February 2018)

Working hard and smart to ensure that the technology organization is moving at maximum velocity to deliver on our organizational roadmap. I was in charge for complete process of product development and the delivery. Also I established great engineering practices in Engineering, which brought us great quality (CodeClimate max score 4.0 and Coveralls coverage 95%+) and high velocity of teams (from initial 40 USPs to 99USPs, stable). I'm handling three teams with complex structure and tasks and taking initiatives to constantly improve them.

### **Managing Director – Serbian Branch Office** (November 2016 - February 2018)

Leading Serbian office and the team on the path of achieving magnificent results. Working on Legal and Accounting (from Serbia and US) to fulfill all necessary terms for successful company functioning. I'm constantly working on increasing team work, motivating individuals and teams, moving from contractor mindset towards team/company players. I'm working closely with HR agencies in order to find the best talents and keep them in the company. I defined complete recruitment process in Engineering which emerged from my experiences. This process is under constant change and I'm in charge of that. I'm working on coaching people on key positions and teaching team leads about how to coach people in their teams. Together with VP Engineering, I define and defend annual budget in front of executive team. I have a meetings with investors and exchange the information and ideas with them in front of Engineering.

### **Senior Scrum Master, Release Manager**

**TomTom, January 2014 – March 2016**

Introducing Scrum framework and agile practices to Belgrade office teams. Playing a role of Scrum Master and Agile coach, presenting and demonstrating benefits of using agile practices, leading the teams on this process. Serving as a Scrum Master for firmware, desktop and mobile teams. Playing a role of Release Manager, taking care about software delivery on schedule and on cadence. Special challenge was that the product was the most sophisticated and complex in the company's history. Besides that I was successfully leading alignment of multiple (10+) teams. I had a role of line manager to the half of people in Belgrade office (15-20 people). As a result of all of aforementioned activities with joint efforts of all the teams involved, we launched TomTom Bandit action camera on April 29<sup>th</sup>, 2015, as (as described by the founders) "the most complex and sophisticated product in TomTom's history".

### **Senior Software Engineer, Scrum Master**

**Sungard, June 2013 – January 2014**

Introducing Scrum and Agile process and practices to multiple multifunctional teams. At the same time I worked on development tasks, having team goal of creating high volume post-trade derivatives system in focus. I developed few modules myself, like specific NoSQL database for extreme high scalable and high traffic for trades. Also, I designed and implemented complete infrastructure for this project.

### **Head of Software Department**

**BeotelNet, July 2008 – June 2013**

Introducing Scrum and Agile process and practices inside the company. Leading the team of 5-10 people, line management duties. Created architecture of ERP sized ISP application, working on development and created full initial structure in Java. Taking care about clear and constant communication flow between business and development.

### **Senior Software Engineer/Team Lead**

**Mogul, August 2007 – June 2008**

Leading the teams and worked on developing and delivering Java web application. Developed full stack Java web application for media company. Worked on complete Java stack, including data layer (model and DAO), service layer (using Spring), business layer (with business logic), presentation layer (using Struts2) and security (Acegi, aka Spring Security and CAS for single-sign-on). I led the teams on this and other projects, having extensive communication with the client and taking care for the project to be released with the quality, on time and even scope agreed upon and the team committed to deliver. Also worked as a team member on XSL, XPath for Google Search Engine device.

### **Senior Software Engineer**

**Qualysoft, November 2006 – August 2007**

Delivered social portal caskanje.info, which was the most popular social portal in Serbia at the time. Used Drupal and customization to deliver pilot project and then moved to AndroMDA created full stack Java web application to move to highly scalable and well crafted solution. I also led the team of Qualysoft working together with Accenture team on Oracle E-Business Suite at Telenor.

### **Software Developer/System Architect**

**Telefonija, March 2003 – November 2007**

Delivered several software solutions for internal company use, using PHP/MySQL. I worked on architecture, setup and configuration of complete hosting (web, mail, virtual server) solution for the first Serbian Internet service provider. Led the team delivering complex solution for Electric Power Industry of Serbia, full stack PHP application with the database (MySQL) for optical cabling network, covering full territory of Serbia. Created solution, architecture and basic application for ISP system using Java and Oracle DB. During this period I administered several Windows and Linux services on a swarm of servers, including web (Apache/IIS), DB (Oracle/MySQL/MSSQL/PostgreSQL), Mail (Postfix/Merak, POP3/IMAP/SMTP, antispam), handling security of these services and being responsible for all aforementioned.

### **Software Developer/Architect**

**Freelancing, January 2002 – March 2003**

Developed web betting application using ASP.NET and MSSQL server. Also delivered custom warehouse application using client-server architecture with Delphi and MSSQL server. Developed and delivered PHP/MySQL application for financial, goods and material accounting – probably one of the first ERP size web applications using opensource technologies.

### **Software Developer**

**Mikrokom, December 2000 – January 2002**

Worked with the team on ERP size application with several modules (Finance, Salaries, Material, Restaurant etc.) using Delphi and different databases (Paradox, Interbase, MSSQL). I also worked on custom application for Customs Tariffs for shipping companies. Worked and delivered software for Panasonic phone exchange management. During my engagement, I worked with the clients, software setup, configuration, installation and maintenance.

### **System Developer** **Freelancing, 1995 - 2000**

Delivering hardware and software configurations and solutions for SME companies. Developing software solutions. Teaching students in mathematics, physics and programming.

*More details, since 1995, are available on <http://majkic.in.rs>*

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## SKILLS

### **Agile Software Development Leadership**

Agile management and leadership. Agile processes and practices implementation. Agile coaching. Scrum training. Scrum coaching. Scrum implementation. Scrum process assessment. Kanban training, implementation and improvement. Management training, improvement and support in introducing agile practices, principles and values. Supporting people, the teams and the management during agile transition.

### **Technical Software Development Leadership**

Software development technical practices. Infrastructure architecture. Full technology stack – assessment, solution architecture, implementation. Management of the processes and operations. Java. PHP. Frameworks. Web development. Linux services and environment. Performance assessment and tuning. Scalability architecture and infrastructure.

### **People and Team Development Leadership**

Team coaching. Individual coaching. Software development technical practices. Agile and business games. Goals setting and achieving. Conflict management. Team dynamics. Organization – Team – Employee alignment.

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## EDUCATION

### **3gHR**

Circle – Line Management Training

### **NLP Institute**

NLP Trainer  
NLP Business Coach  
NLP Master  
NLP Business Practitioner

### **School of Electrical Engineering and Computer Science of Applied Studies**

Bachelor EE, Computer Science and Telecommunication  
Electrical Engineer, Electronics and Telecommunication

## **4<sup>th</sup> Belgrade Mathematical School**

Mathematical – Programming Associate

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### Certificates

#### **ScrumAlliance**

Certified Agile Leadership I  
Certified Scrum Professional  
Certified Scrum Product Owner  
Certified ScrumMaster

#### **IANLP**

NLP Trainer (Certified)  
NLP Coach (Certified)  
NLP Master (Certified)  
NLP Business Practitioner (Certified)

#### **ECA** (European Coaching Association)

Business and Management Coach – Advanced Level

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### Other interests

Karate  
Guitar  
Books  
Music