

Drago Tomasic

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Digital & Customer-Facing Professional

Digital and customer-facing professional with experience across customer operations, onboarding, digital systems, and design-oriented work. Combines clear communication with a calm, structured approach to translate complex topics into practical guidance, supporting reliable delivery, user confidence, and long-term relationships across teams and customers.

SKILLS

Languages: English (C1), Danish (B2), Croatian (Native)

Customer Experience & Operations: Customer Support, Customer Experience, Customer Operations, Onboarding, User Guidance, Issue Resolution, Expectation Management, Retention Mindset, High-Volume Customer Environments

Client & Commercial Collaboration: B2B Client Communication, Needs Analysis, Account Support, Renewal & Retention Support, Value Communication, Stakeholder Coordination

Digital Systems & Design: Web & Multimedia Design, Graphic Design, UX Clarity, Content & Layout Structure, WordPress, CMS Platforms, Elementor, Component & UI Testing, HTML, CSS, JavaScript

Process, Documentation & Ways of Working: Documentation, Structured Workflows, Troubleshooting, Cross-Functional Collaboration, Prioritisation, Accuracy, Attention to Detail, CRM Systems, Ticketing Systems, Notion, Confluence, Google Workspace

PROFESSIONAL EXPERIENCE

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|--|--------------------------|
| DragoonLab | 01/2024 - Present |
| Freelance Digital Implementation and Design | |
| <ul style="list-style-type: none">• Supported onboarding and day-to-day use of digital tools, systems, and websites• Created clear documentation, guides, and step-by-step instructions for non-technical users• Diagnosed UI and system issues, reproduced errors, and provided structured feedback• Coordinated design, content, and technical tasks to ensure smooth delivery• Explained technical concepts in clear, accessible language to support adoption | |
| Drop Inn Aps | 11/2021 - Present |
| Customer Operations • Part-time | Copenhagen |
| <ul style="list-style-type: none">• Delivered structured customer communication in a high-pressure, high-volume environment• Supported onboarding and daily coordination of team members• Maintained operational stability and service quality during peak periods• Managed multiple priorities while ensuring clear communication and accuracy• Strengthened problem-solving, expectation management, and coordination skills | |
| Rubber Duck ApS | 08/2022 - 11/2022 |
| Digital Development Intern – CMS & Component Testing | Copenhagen |
| <ul style="list-style-type: none">• Configured CMS components and supported UI and component testing• Reproduced bugs, logged detailed reports, and verified fixes with developers• Supported support workflows through structured testing and issue validation• Improved internal documentation through clear testing notes and descriptions• Communicated technical findings clearly across teams | |

Lutetia, Anoval Projekt
Senior Sales & Acquisition Manager (B2B)

01/2016 - 09/2019
Zagreb, Croatia

- Managed full B2B sales cycles from needs analysis to onboarding
- Acted as primary contact for business customers during onboarding and delivery
- Supported early retention and renewals through expectation alignment
- Built long-term client relationships focused on sustainable growth
- Collaborated with technical and operational teams to resolve issues

BlueBox IT
Head of Sales & Marketing

02/2015 - 11/2015

- Delivered B2B consulting and customer communication within the ICT sector
- Coordinated onboarding, troubleshooting, and follow-up with technical teams
- Supported documentation, structured communication, and internal workflows
- Contributed to improving the company's digital presence and website structure
- Acted as a trusted point of contact for customer guidance and support

Amis Telekom
Key Account / Retention

09/2011 - 02/2015
Zagreb, Croatia

- Led B2B retention initiatives focused on renewals and account stability
- Acted as primary contact for key and at-risk customers
- Handled complex technical and financial escalation cases
- Worked with internal systems to assess profitability and renewal decisions
- Collaborated closely with sales, technical, and finance teams to reduce churn

EDUCATION

AP Degree in Multimedia Design

Kea - Copenhagen School of Design and Technology

Bachelor's degree in Crisis Management

University Of Applied Sciences Velika Gorica

CERTIFICATIONS

Google UX Design Professional Certificate

Google

Professional Scrum Master™ I (PSM I)

Scrum.org

Danish Education Level 3

UCPlus

VOLUNTEERING & LEADERSHIP

Independent Youth Body

05/2015 - 05/2018

Vice President, National Youth Leadership Organization

Led national youth initiatives, coordinating campaigns, stakeholder communication, and training content to support engagement, onboarding, and long-term participation

Association of Voluntary Firefighters Velika Gorica

01/2008 - 02/2020

Operational Firefighter, Board Member

Contributed to emergency response operations, internal coordination, and resource planning to support safety initiatives and efficient organisational performance